Yealink
easy VoIP

Ultra-elegant Gigabit IP Phone SIP-T46G User Guide

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This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Class B Digital Device or Peripheral

Note: This device is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experience radio/TV technician for help.

WEEE Warning

To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

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About This Guide

Thank you for choosing the SIP-T46G IP Phone, an ultra-elegant gigabit IP Phone which is especially designed for power users in the office environment. This unit provides business telephony features such as Call Hold, Call Transfer, Busy Lamp Field and Conference.

This guide provides everything you need to quickly use your new phone. Be sure to verify with your system administrator that your network is prepared for configuring your IP phone. As well, be sure to read the Packaging Contents and Regulatory Notices sections in this guide before you set up and use the SIP-T46G IP phone.

If this is your first time using the SIP-T46G IP phone, we recommend that you first refer to the *Quick Installation Guide* and *Quick Reference Guide*, which are available at: http://www.yealink.com/DocumentDownload.aspx?CateId=142&flag=142.

In This Guide

This guide is based on firmware version 71. The topics provided in this guide include:

- Chapter 1 Overview
- Chapter 2 Getting Started
- Chapter 3 Customizing Your Phone
- Chapter 4 Basic Call Features
- Chapter 5 Advanced Phone Features

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Overview

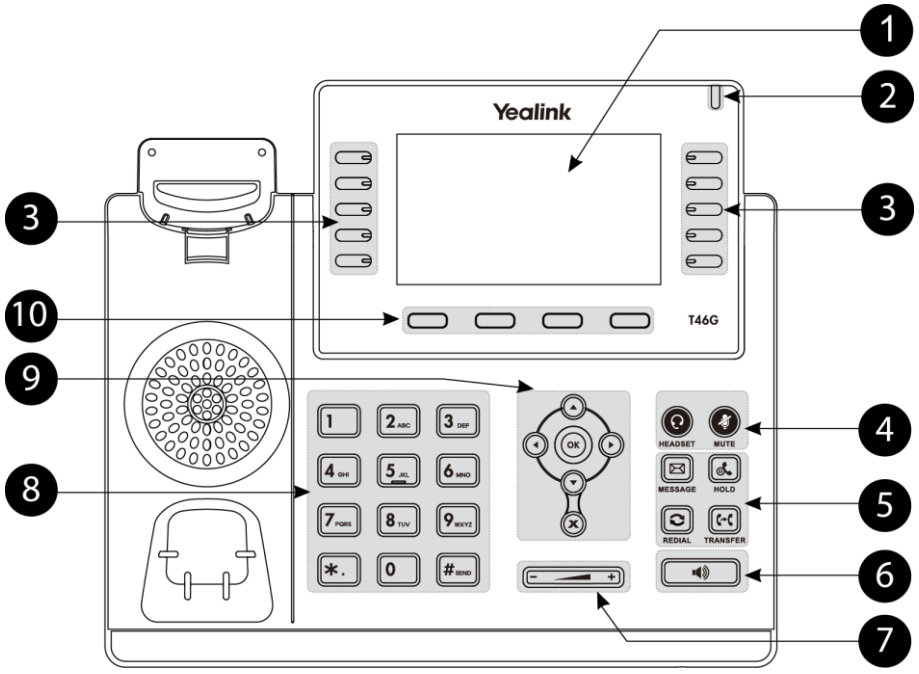
This chapter provides the overview of the SIP-T46G IP phone. The topics include:

- Hardware Component Instructions
- Icon Instructions
- LED Instructions
- User Interfaces
- Documentations

If you require additional information or assistance with your new phone, contact your system administrator.

Hardware Component Instructions

The main hardware components of the SIP-T46G IP phone are the LCD screen and the keypad.



Hardware component instructions of the SIP-T46G IP phone are:

	Item	Description
①	LCD Screen	Shows information about calls, messages, soft keys, time, date and other relevant data: • Call information—caller ID, call duration • Icons (for example, ⛔) • Missed call text or second incoming caller information • Prompt text (for example, "Saving…Please Waiting!") • Date and time
②	Power Indicator LED	Indicates phone power and some feature statuses.
③	Line Keys	Use these keys to activate up to six accounts and assign various features.
④	HEADSET Key	Toggles and indicates the headset mode.
	MUTE Key	Toggles and indicates the mute feature on or off.
⑤	MESSAGE Key	Accesses voice messages.
	HOLD Key	Places a call on hold or resumes a held call.
	REDIAL Key	Redials a previously dialed number.
	TRANSFER Key	Transfers a call to another party.
⑥	Speakerphone Key	Toggles the hands-free speakerphone mode.
⑦	Volume Key	Adjusts the volume of the handset, headset, speaker, and ringer.
⑧	Keypad	Provides the digits, letters, and special characters in context-sensitive applications.
⑨	◂ ▸ ▴ ▾	Scroll through the displayed information.
	OK	Confirms actions or answers an incoming call.
	×	Cancels actions or rejects an incoming call.
⑩	Soft Keys	Label automatically to identity their context-sensitive features.

Icon Instructions

Icons appear on the phone LCD screen are described in the following table:

Icons	Description
	Network is unavailable
	Registered successfully
	Registration failed
	Registering
	Hands-free speakerphone mode
	Handset mode
	Headset mode
	Multi-lingual lowercase letters input mode
	Multi-lingual uppercase letters input mode
	Alphanumeric input mode
	Numeric input mode
	Voice Mail
	Text Message
	Auto Answer
	Do Not Disturb
	Call Forward
	Call Hold
	Call Mute
	Ringer volume is 0

Icons	Description
	Keypad Lock
	Received Calls
	Dialed Calls
	Missed Calls
	Forwarded Calls
	Recording box is full
	A call cannot be recorded
	Recording starts successfully
	Recording cannot be started
	Recording cannot be stopped
	Open VPN
	Bluetooth
	Bluetooth headset is both paired and connected
	Conference
	The contact icon
	The default contact photo

LED Instructions

Power Indicator LED

LED Status	Description
Solid red	The phone is initializing.
Fast flashing red	The phone is ringing. The network is disconnected.
Slow flashing red	The phone receives a text message or voicemail.
Off	The phone is powered on. The phone is powered off.

Line key LED

LED Status	Description
Solid green	The line is seized. The line is in conversation.
Fast flashing green	The line receives an incoming call.
Slow flashing green	The call is placed on hold.
Off	The line is inactive.

Line key LED (configured as BLF key)

LED Status	Description
Solid red	The monitored user is busy.
Fast flashing red	The monitored user receives an incoming call.
Off	The monitored user is idle. The monitored user does not exist.

Line key LED (used as page switch key)

LED Status	Description
Solid red	There is a parked call on the non-current page.
Fast flashing green	The line receives an incoming call on the non-current page.
Fast flashing red	The monitored user receives an incoming call on the non-current page.
Off	There is no status.

User Interfaces

There are two ways to customize specific configurations on your SIP-T46G IP phone:

- Using the user interface on the IP phone.
- Using the user interface in an internet browser window from your PC.

The hardware components keypad and LCD screen constitute the phone user interface, which allows the user to execute all call operation tasks and basic configuration changes directly on the phone. In addition, you can use the web user interface to access all configuration settings. In many instances, it is possible to use both the phone user interface and the web user interface to operate the phone and change settings. However, in some instances, it is only possible to use the phone or the web user interface.

Phone User Interface

You can customize your phone by pressing the Menu soft key to access the phone user interface. The Advanced options are only accessible to an administrator, and the default administrator password is admin (case-sensitive). For more information on customizing your phone using the available options from the phone user interface, refer to Customizing Your Phone on page 21.

Web User Interface

In addition to the phone user interface, you can also customize your phone via web user interface. In order to access the web user interface, you need to know the IP address of your new phone. To obtain the IP address, press the OK key on the phone. Enter the IP address (e.g., http://192.168.0.10 or 192.168.0.10) in the address bar of web browser on your PC. The default administrator user name and password are both admin (case-sensitive).

The options you can use to customize the IP phone via phone user interface and/or via web user interface are listed in the following table:

Options	Phone User Interface	Web User Interface
Status	√	√
--IPv4		
--MAC		
--Firmware		
--Network		
--Phone		
--Accounts		

Basic Call Features		√
--Auto Answer	√	
--Auto Redial	√	
--Call Completion	√	
--Call Forward	√	
--Call Waiting	√	
--Call Park	√	
--Call Pickup	√	
--Call Return	√	
--Conference		
--Hot Line	√	
--Anonymous Call	√	
--Anonymous Call Rejection	√	
--DND	√	
Basic Phone Settings		
--Language	√	√
--Date & Time	√	√
--Administrator Password	√	√
--Ring Tones	√	√
--Contrast	√	
--Wallpaper	√	√
--Backlight	√	√
--Keypad Lock	√	√
--Phone Volume	√	
--Call History Management	√	
--Contact Management		√
--Directory		√
--Local Directory	√	√
--Blacklist	√	√
--Remote Phonebook		√
--Dial Plan		√
--DSS Keys	√	√
--Key as Send	√	√
--Live Dialpad		√
--Emergency		√
Advanced Phone Features		√
--BLF	√	
--Call Recording	√	
--Hot Desking	√	
--Intercom	√	
--Multicast Paging		
--Music on Hold		

--ACD	√	
--Messages	√	
SIP Account		√
--User Options		
--Register Status	√	
--Account Active	√	
--Label	√	
--Display Name	√	
--Register Name	√	
--User Name	√	
--Password	√	
--Server Host	√	
--Server Option		
--Registrar Port		
--Outbound Status	√	
--Outbound Proxy	√	
--NAT Traversal		
--STUN Status	√	
--STUN Server	√	

Note The table above lists most of the feature options. Please refer to the relevant sections for more information.

Documentations

The following table shows documentations available for the SIP-T46G IP phone.

Name	Contents	Where found	Format/ Language
Quick Installation Guide	Basic set up of the phone	In the package	PDF/English
Quick Reference Guide	Basic call features and phone customizations	In the package	PDF/English
User Guide	Phone/Web user interface settings Basic call features and advanced phone features	CD attached in the package	PDF/English

Note You can also download the latest documentations from website: http://www.yealink.com/DocumentDownload.aspx?CateId=142&flag=142.

Getting Started

This chapter provides basic installation instructions and information for obtaining the best performance with the SIP-T46G IP phone. The topics include:

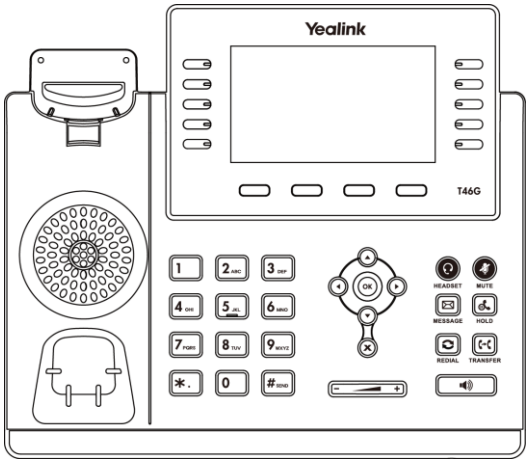
- Packaging Contents
- Phone Installation
- Phone Initialization
- Phone Status
- Basic Network Settings
- Registration
- Idle Screen

If you require additional information or assistance with your new phone, contact your system administrator.

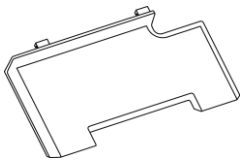
Packaging Contents

The following components are included in your SIP-T46G IP phone package:

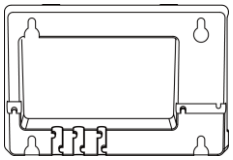
- **SIP-T46G IP Phone**



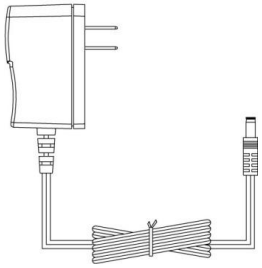
- **Phone Stand**



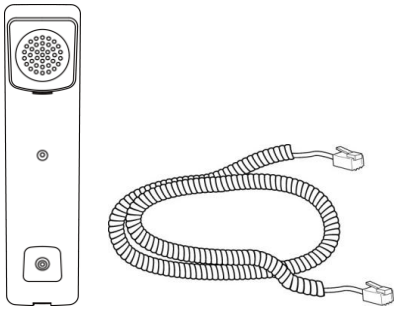
- **Wall Mount Bracket (Optional)**



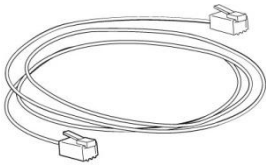
- **Power Adapter (Optional)**



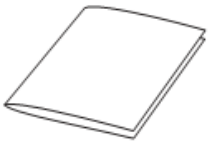
- **Handset & Handset Cord**



- **Ethernet Cable**



- **Quick Installation Guide & Quick Reference Guide**



- CD-ROM

Check the list before installation. If you find anything missing, contact your system administrator.

Phone Installation

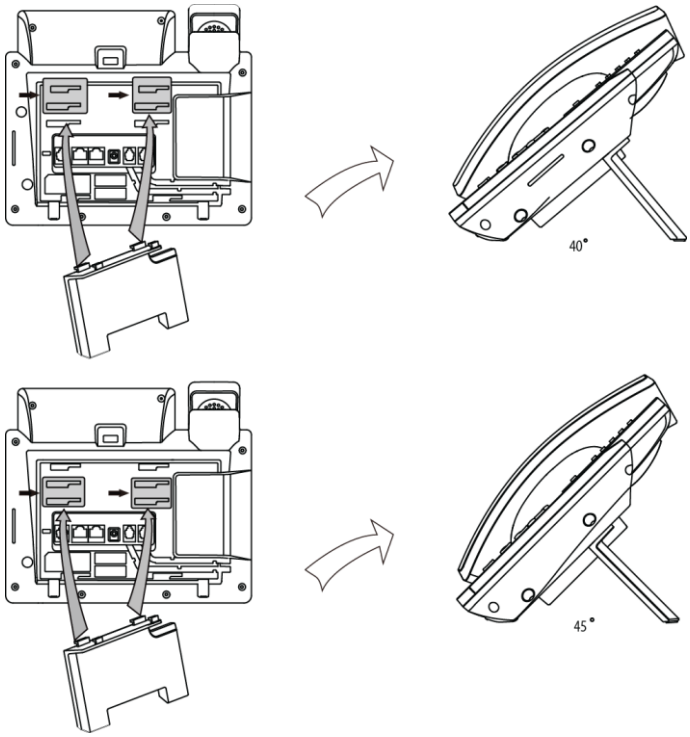
If your phone is already installed, proceed to Phone Initialization on page 16.

This section introduces how to install the phone with the components in the packaging contents:

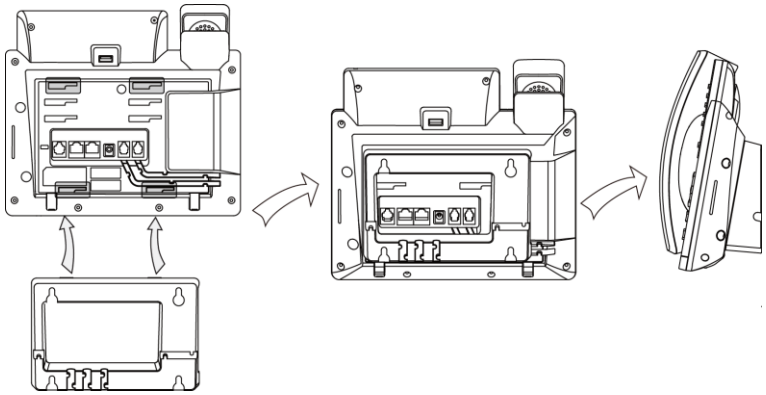
- Attach the stand or the optional wall mount bracket
- Connect the handset and optional headset
- Connect the network and power

1) Attach the stand or the optional wall mount bracket

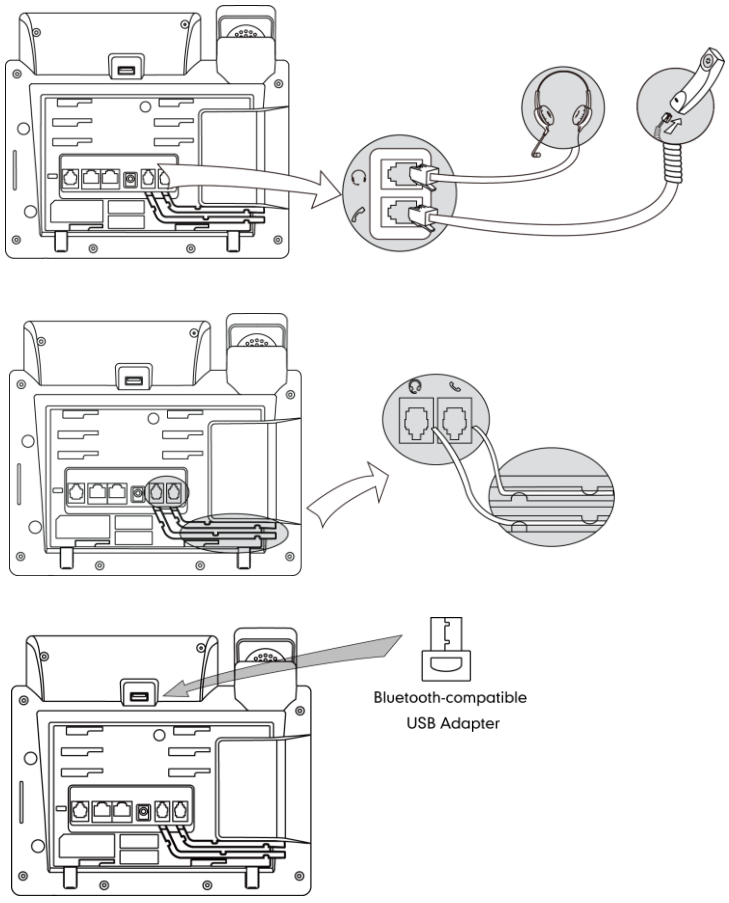
Desk Mount Method



Wall Mount Method (Optional)



2) Connect the handset and optional headset



Note The headset and Bluetooth adapter are not provided in the packaging contents. The SIP-T46G IP phone also supports Bluetooth headsets. For more information, refer to Bluetooth Headset on page 56 or contact your system administrator.

3) Connect the network and power

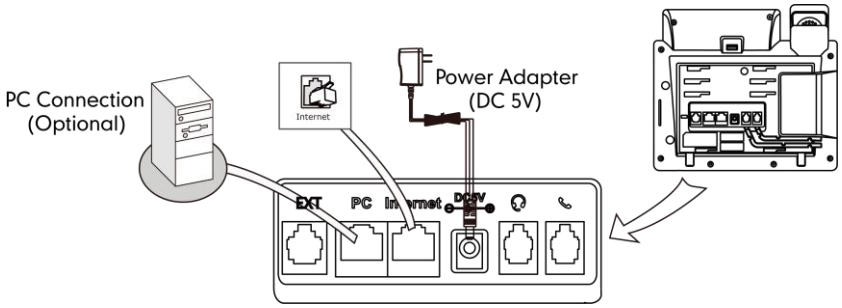
You have two options for power and network connections. Your system administrator will advise you which one to use.

- AC power (Optional)
- Power over Ethernet (PoE)

AC Power (Optional)

To connect the AC power:

1. Connect the DC plug on the power adapter to the DC5V port on the phone and connect the other end of the power adapter into an electrical power outlet.
2. Connect the supplied Ethernet cable between the Internet port on the phone and the Internet port in your network or switch/hub device port.

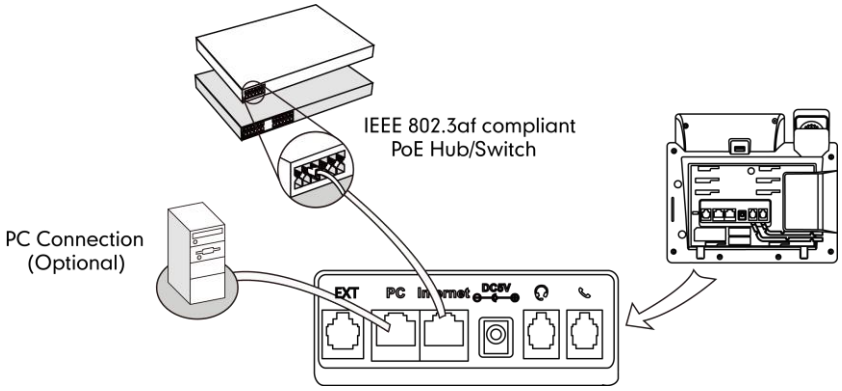


Power over Ethernet

Using a regular Ethernet cable, the SIP-T46G IP phone can be powered from a PoE (IEEE 802.3af) compliant switch or hub.

To connect the PoE:

1. Connect the Ethernet cable between the Internet port on the phone and an available port on the in-line power switch/hub.



Note If in-line power is provided, you don't need to connect the AC adapter. Make sure the Ethernet cable and switch/hub is PoE compliant.

The phone can also share the network with other network devices such as a PC (personal computer). It is an optional connection.

Important! Do not unplug or remove power to the phone while it is updating firmware and configurations.

Phone Initialization

After your phone has been powered on, the system boots up and performs the following steps:

Automatic Phone Initialization

The phone finishes the initialization process by loading the saved configuration. The phone LCD screen will display "Initializing…Please wait" during the initialization.

DHCP (Dynamic Host Configuration Protocol)

By default the phone attempts to contact a DHCP server in your network in order to obtain the valid IPv4 network settings, e.g., IP address, subnet mask, default gateway address and DNS address.

Note If your network does not use DHCP, proceed to Basic Network Settings on page 17.

Phone Status

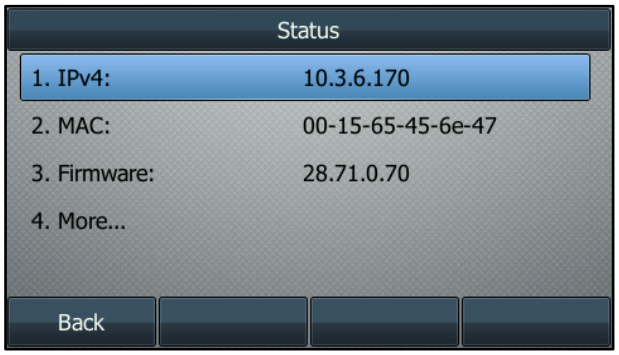
You can view the system status of your phone via phone user interface or web user interface.

Available information of phone status includes:

- Network status including IPv4 status, IPv6 status, IP mode and MAC address.
- Phone status including device model, hardware version, firmware version, product ID and MAC address.
- Account status indicating the register status of sip accounts.

To view the phone status via phone user interface:

1. Press (OK), or press **Menu**->**Status**.
2. Press (▲) or (▼) to scroll through the list and view the specific information.



To view the phone status via web user interface:

1. Open the web browser of your computer.
2. Enter the IP address in the browser's address bar, and then press **Enter**.
3. Enter the user name (admin) and password (admin) in the login page.
4. Click **Confirm** to login.

   The phone status displays on the first page of the web user interface.

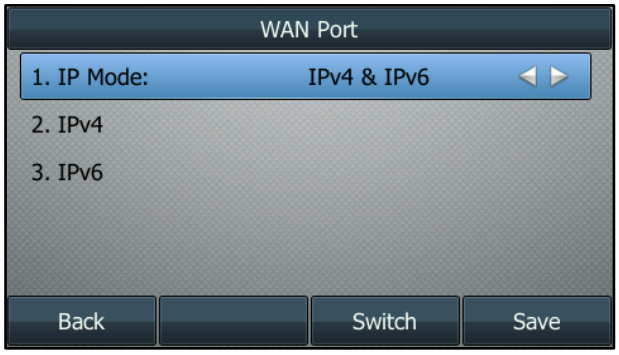
Basic Network Settings

If your phone cannot contact a DHCP server for any reason, you need to configure network settings manually. IP phones support to use the IPv4 address only, the IPv6 address only or both IPv4 and IPv6 addresses.

To configure the IP address mode via phone user interface:

1. Press **Menu**->**Advanced** (password: admin) ->**Network**->**WAN Port**.

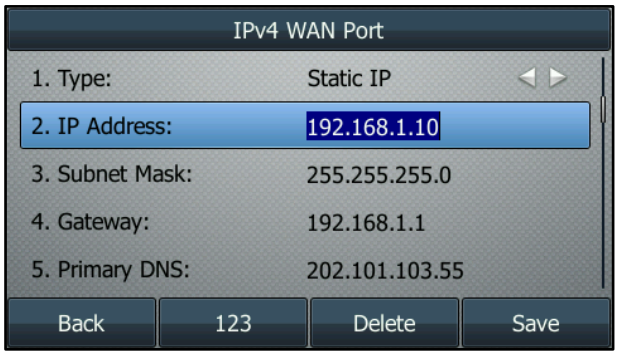
2. Press ◄ or ► to select **IPv4**, **IPv6** or **IPv4 & IPv6** from the **IP Mode** field.



3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

To configure a static IPv4 address via phone user interface:

1. Press **Menu**->**Advanced** (password: admin) ->**Network**->**WAN Port**->**IPv4**.
2. Press ◄ or ► , or the **Switch** soft key to select the **Static IP** from the **Type** field.
3. Enter the desired values in the **IP Address**, **Subnet Mask**, **Gateway**, **Primary DNS** and **Secondary DNS** fields respectively.

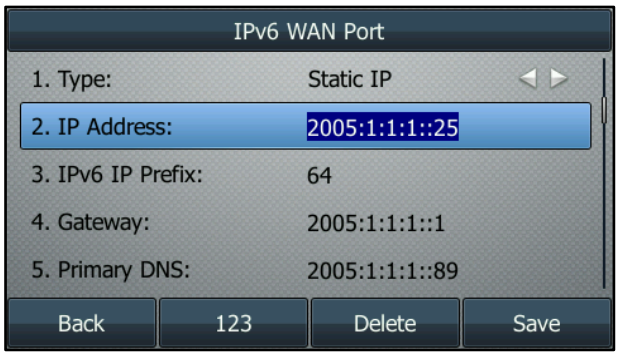


4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

To configure a static IPv6 address via phone user interface:

1. Press **Menu**->**Advanced** (password: admin) ->**Network**->**WAN Port**->**IPv6**.
2. Press ◄ or ► , or the **Switch** soft key to select the **Static IP** from the **Type** field.

3. Enter the desired values in the **IP Address**, **IPv6 IP Prefix**, **Gateway**, **Primary DNS** and **Secondary DNS** fields respectively.

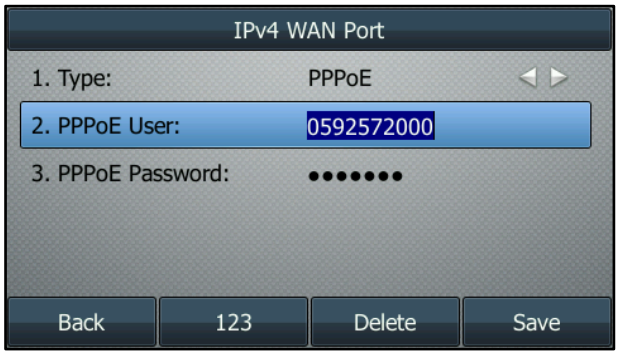


4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

If you are using an xDSL modem, you can connect your phone to the Internet via PPPoE mode. You can set a WAN port to be a PPPoE port. The PPPoE port will perform a PPP negotiation to obtain the IP address. Contact your system administrator for the PPPoE user name and password.

To configure PPPoE via phone user interface:

1. Press **Menu**->**Advanced** (password: admin) ->**Network**->**WAN Port**->**IPv4**.
2. Press ◄ or ►, or the **Switch** soft key to select the **PPPoE** from the **Type** field.
3. Enter the user name and password in the corresponding fields.



4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Note Using the wrong network parameters may result in inaccessibility of your phone and may also have an impact on your network performance. For more information about these parameters, contact your system administrator.

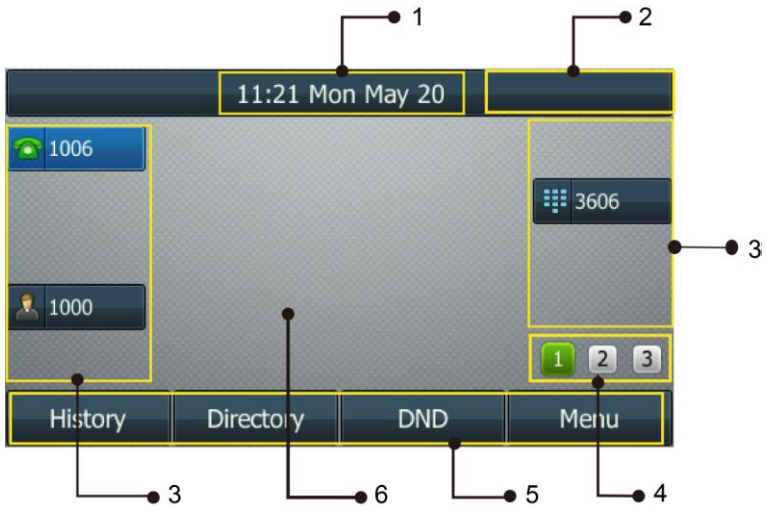
Registration

Generally, your phone will be deployed with multiple other phones. In this case, your system administrator will configure the phone parameters beforehand, so that after you start up your phone, the phone will be registered and ready to use. If your phone is not

registered, you may have to register it. For more information on how to register your phone, refer to Account Management on page 70.

Idle Screen

If the phone has successfully started up, the idle LCD screen is shown as below.



Idle Screen description:

No.	Description
1	This area shows the phone's time and date.
2	This area shows the phone feature status. For more information, refer to Icon Instructions on page 3.
3	This area shows the line key labels. You can customize the line key as other functions. For more information, refer to Line Keys on page 60.
4	This area shows three page icons.
5	This area shows the soft key labels. The default soft key labels are "History", "Directory", "DND" and "Menu".
6	This area shows the wallpaper. You can customize the wallpaper. For more information, refer to Wallpaper on page 21.

Customizing Your Phone

You can customize your SIP-T46G IP phone by configuring the backlight, date & time, ring tones and so on. You can add contacts to the phone's local directory manually or from call history. You can also handle incoming calls from different contacts in different ways.

This chapter provides basic operating instructions for customizing your phone. The topics include:

- General Settings
- Audio Settings
- Contact Management
- Call History Management
- System Customizations

If you require additional information or assistance with your new phone, contact your system administrator.

General Settings

Wallpaper

You can customize the wallpaper of the SIP-T46G IP phone. You can change the wallpaper image via phone user interface or web user interface. You can also upload custom wallpaper images via web user interface. The file format of wallpaper image must be .jpg, .png or .bmp. Contact your system administrator for the detailed requirement of the file format.

To change the wallpaper via phone user interface:

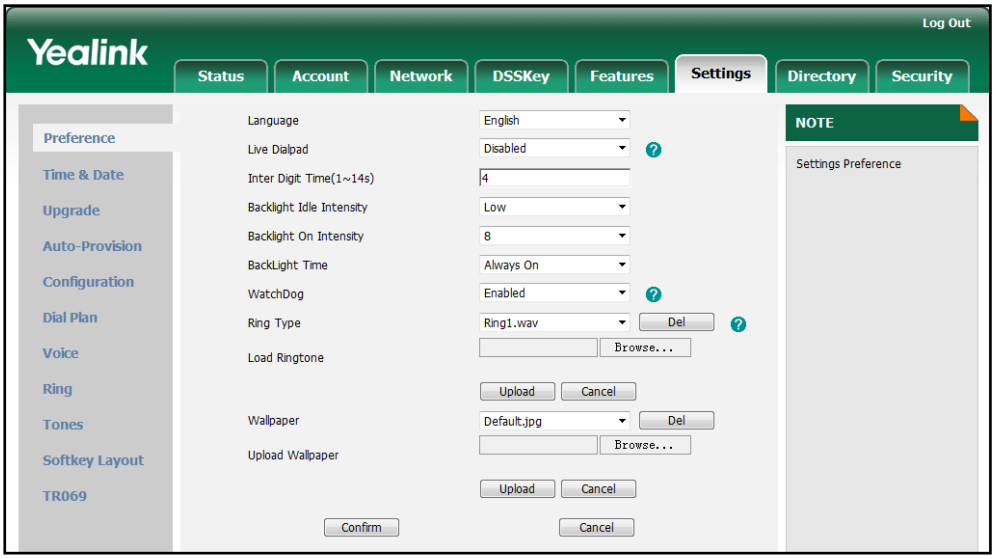
1. Press **Menu->Basic->Display->Wallpaper**.

2. Press ◄ or ►, or the **Switch** soft key to select the desired wallpaper image.
3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also change wallpaper via web user interface at the path **Settings->Preference**.

To upload the customized wallpaper via web user interface:

1. Click on **Settings->Preference**.
2. In the **Upload Wallpaper** field, click **Browse** to select the wallpaper image from your local system.



3. Click **Upload** to upload the file.
4. Click **Confirm** to accept the change.

   The customized wallpaper appears in the pull-down list of **Wallpaper**.

Backlight

You can configure the backlight feature to adjust the brightness of the phone LCD screen. Backlight On Intensity is used to adjust the backlight intensity of the LCD screen. Backlight time specifies the delay time to turn off or dusky the backlight when the IP phone is inactive. Backlight Idle Intensity decides whether the IP phone turns off or dusky the backlight of the LCD screen after a period of inactivity.

You can configure the backlight status on the LCD screen as the following types:

- **Always on:** Backlight is on permanently.
- **1min, 2min, 5min, 10min, 30min:** Backlight is turned off or dusky when the phone is inactive for approximately 1min, 2min, 5min, 10min or 30min.

To configure the backlight via phone user interface:

1. Press **Menu**->**Basic**->**Display**->**General**.

2. Press ◄ or ► , or the **Switch** soft key to select the desired level from the **Backlight On Intensity** field.
3. Press ◄ or ► , or the **Switch** soft key to select the desired value from the **Backlight Idle Intensity** field.
4. Press ◄ or ► , or the **Switch** soft key to select the desired time from the **Backlight Time** field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

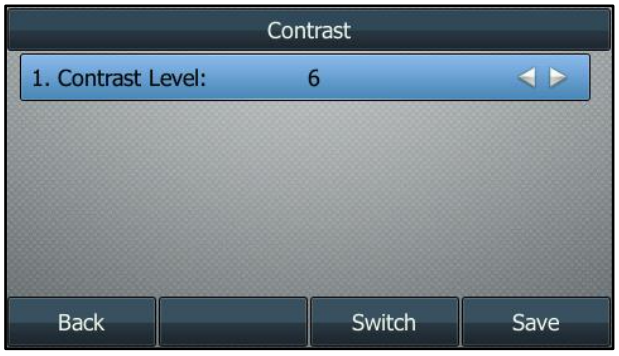
You can also configure the backlight via web user interface at the path **Settings**->**Preference**.

Contrast

You can configure the contrast of the expansion model (EXP40) to a comfortable level. Premise is the expansion model has been connected to the phone.

To configure the contrast via phone user interface:

1. Press **Menu**->**Advanced** (password: admin) ->**Phone Settings**->**Contrast**.



2. Press ◄ or ► , or the **Switch** soft key to increase or decrease the intensity of contrast.

   The default contrast level is 6.

3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Language

The default language of the phone user interface is English. The phone will detect and use the same language as which of your internet browser for the web user interface. If the language of your internet browser is not supported by the phone, the web user interface will use English by default. You can change the language for the phone user interface and the web user interface respectively from each other.

Note Not all languages are available for selection. The available languages depend on the language packs currently loaded to the IP phone. Please contact your system administrator for more information about the available languages of your new phone.

To change the language for the phone user interface:

1. Press **Menu**->**Basic**->**Language**.
2. Press ⊙ or ⊙ to select the desired language.

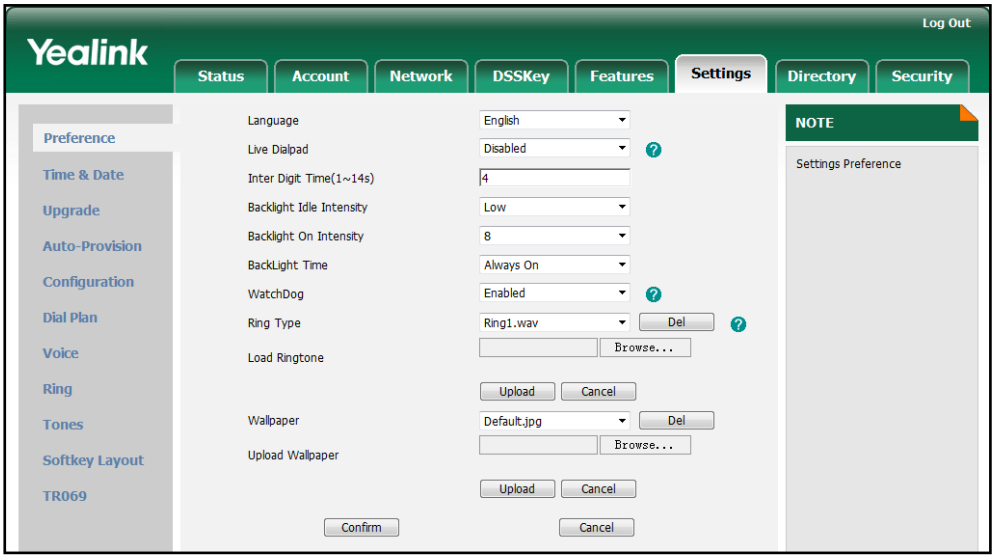
3. Press the **Save** soft key to accept the change.

   Text appears on the LCD screen will change to the selected language.

To change the language for the web user interface:

1. Click on **Settings**->**Preference**.

2. Select the desired language from the pull-down list of **Language**.



3. Click **Confirm** to accept the change.

   Text displays on the web user interface will change to the selected language.

Date & Time

The date and time display on the LCD screen when the phone is idle. If the phone cannot obtain the date and time from the Simple Network Time Protocol (SNTP) server, contact your system administrator for more information. You can configure the phone to obtain the date and time from the SNTP server automatically, or configure the date and time manually.

To configure the SNTP settings via phone user interface:

1. Press **Menu->Basic->Date & Time->General->SNTP**.
2. Press ◄ or ►, or the **Switch** soft key to select the time zone that applies to your area from the **Time Zone** field.

   The default time zone is "+8 China(Beijing)".
3. Enter the domain names or IP addresses in the **NTP Server 1** and **NTP Server 2** fields, respectively.

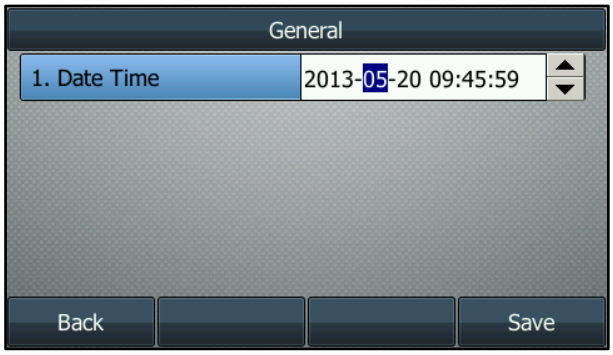
4. Press ◀ or, ▶ or the **Switch** soft key to select **Automatic** from the **Daylight Saving** field.

5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Note Please refer to Appendix A - Time Zones for the list of available time zones on the IP phone.

To configure the date and time manually via phone user interface:

1. Press **Menu->Basic->Date & Time->General->Manual**.
2. Enter the specific date and time.



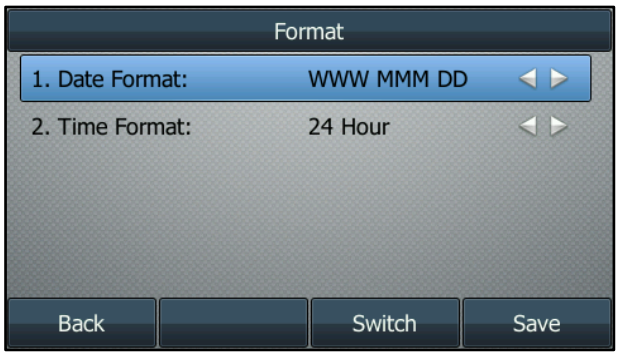
3. Press the **Save** soft key to accept the change.

   The time that displays on the LCD screen will change accordingly.

To configure the date and time format via phone user interface:

1. Press **Menu->Basic->Date & Time->Format**.

2. Press ◄ or ►, or the **Switch** soft key to select the desired date format from the **Date Format** field.



3. Press ◄ or ►, or the **Switch** soft key to select the desired time format (12 Hour or 24 Hour) from the **Time Format** field.
4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

There are 7 available date formats, for example, the date format "WWW DD MMM","WWW" represents the abbreviation of the week, "DD" represents two-digit of the date, and "MMM" represents the first three letters of the month.

The date formats you need to know:

Date Format	**Example** (2013-2-27)
WWW MMM DD	Wed Feb 27
DD-MMM-YY	27-Feb-13
YYYY-MM-DD	2013-02-27
DD/MM/YYYY	27/02/2013
MM/DD/YY	02/27/13
DD MMM YYYY	27 Feb 2013
WWW DD MMM	Wed 27 Feb

You can also configure the date and time settings via web user interface at the path **Settings**->**Time & Date**.

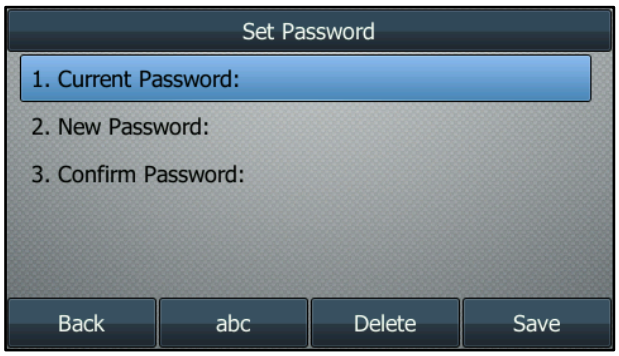
Administrator Password

You can change the administrator password to protect your phone from unauthorized use. Only the users owning the administrator password have the permission to change the advanced settings.

To change the administrator password via phone user interface:

1. Press **Menu**->**Advanced** (password: admin) ->**Set Password**.

2. Enter the old password in the **Current Password** field.
3. Enter the new password in the **New Password** field.
4. Enter the new password again in the **Confirm Password** field.



5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Key as Send

You can set the "#" or "*" to perform as a send key while dialing a call.

To set the key as send via phone user interface:

1. Press **Menu**->**Call Feature**->**Others**->**General**.
2. Press ◄ or ► , or the **Switch** soft key to select **Key #** or **Key *** from the **Key As Send** field, or select **Disabled** to disable this feature.

3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also configure key as send via web user interface at the path **Features**->**General Information**.

Keypad Lock

You can lock the keypad of your phone temporarily when you are not using it. This feature helps to protect your phone from unauthorized use.

Keypad Lock consists of the following:

Menu Key: The Menu soft key is locked. You cannot access the menu of the phone until unlocked. A new voice mail can be accessed by pressing the Connect soft key, but the voice mail code cannot be configured.

Function Keys: The function keys are locked. You cannot use the MESSAGE, REDIAL, HOLD, MUTE, TRANSFER, OK, X, navigation keys, soft keys and line keys until unlocked.

All Keys: All keys are locked, except the volume key. You are only allowed to dial emergency numbers, answer incoming calls by lifting the handset, pressing the Speakerphone key or pressing the HEADSET key and place an active call on hold by pressing the Hold soft key.

Note The emergency number setting, if desired, must be made before lock activation. For more information, refer to Emergency Number on page 75.

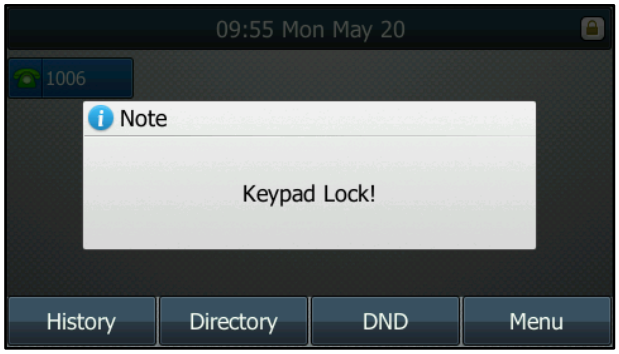
To activate the keypad lock via phone user interface:

1. Press **Menu**->**Advanced** (password: admin) ->**Phone Settings**->**Keypad Lock**.
2. Press ◄ or ► , or the **Switch** soft key to select **Enabled** from the **Keypad Lock Enable** field.
3. Press ◄ or ► , or the **Switch** soft key to select the desired type from the **Keypad Lock Type** field.

4. Press the **Save** soft key to accept the change.

   Long press # to lock the keypad immediately when the phone is idle.

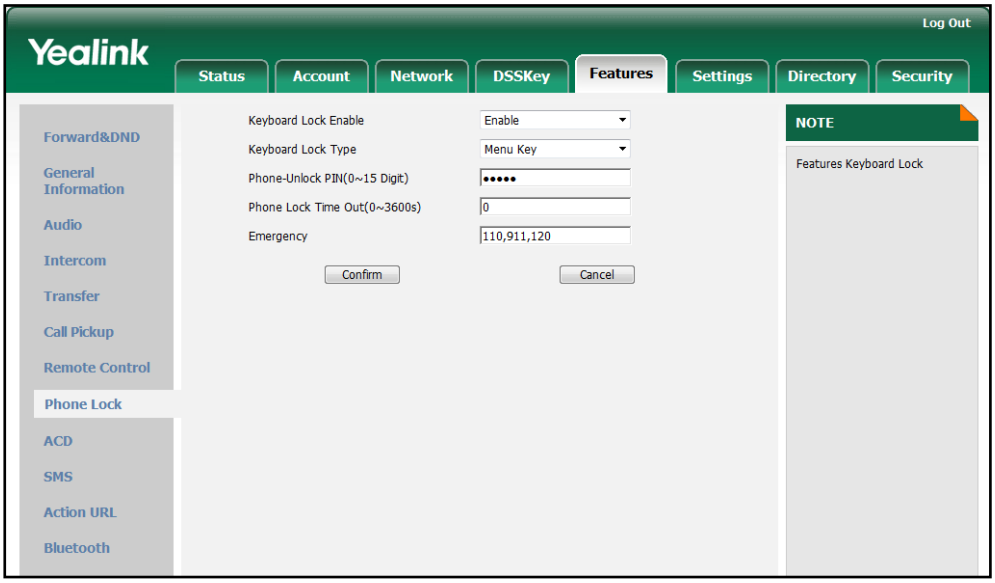
The LCD screen prompts "Keypad Lock!" and displays the icon .



You can configure the interval (in seconds) to automatically lock the keypad instead of long pressing .

To configure the interval for automatic keypad lock via web user interface:

1. Click on **Features**->**Phone Lock**.
2. Enter the desired time in the **Phone Lock Time Out (0~3600s)** field.



3. Click **Confirm** to accept the change.

Note

The default time out is 0 seconds, that is, you can long press to lock the keypad only.

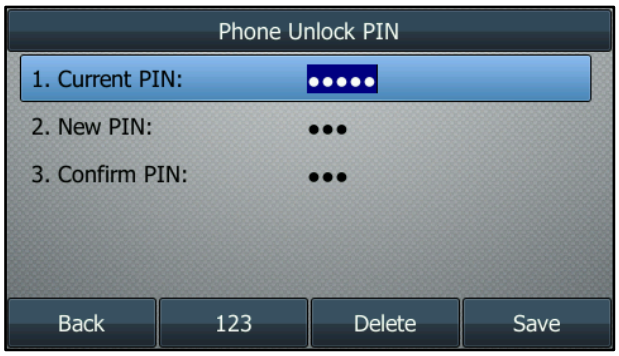
You can configure the time out for automatic keypad lock via web user interface only.

To unlock the keypad, you must know the keypad unlock PIN of the phone. The default keypad unlock PIN is 123.

To set the keypad lock PIN via phone user interface:

1. Press **Menu**->**Basic**->**Phone Unlock PIN**.

2. Enter the desired values in the **Current PIN**, **New PIN** and **Confirm PIN** fields respectively.

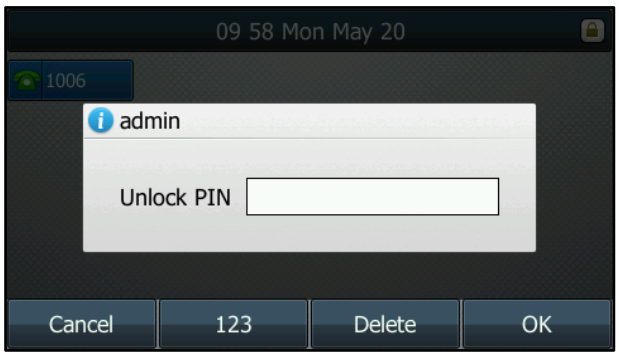


3. Press the **Save** soft key to accept the setting or the **Back** soft key to cancel.

Note The length of the Unlock PIN code must be within 15 characters.

To unlock the keypad lock via phone user interface:

1. Press any locked key, the LCD screen prompts "Unlock PIN".



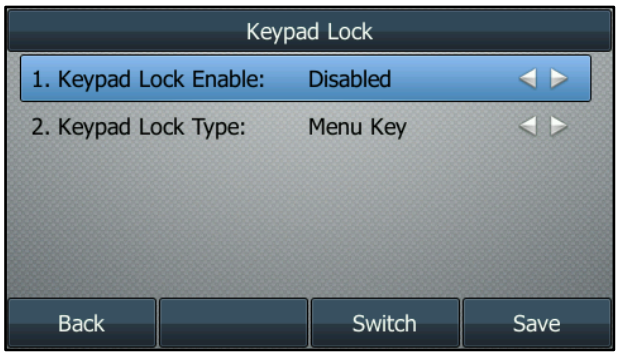
2. Enter the PIN in the **Unlock PIN** field.
3. Press the **OK** soft key to unlock the keypad.
   The icon disappears from the LCD screen.
   You can long press #SEND to lock the keypad again.

Note You can also unlock the keypad by administrator password.

To deactivate the keypad lock via phone user interface:

1. Press **Menu**->**Advanced** (password: admin) ->**Phone Settings**->**Keypad Lock**.

2. Press ◀ or ▶, or the **Switch** soft key to select **Disabled** from the **Keypad Lock Enable** field.



3. Press the **Save** soft key to accept the change.

You can also activate or deactivate the keypad lock via web user interface at the path **Features->Phone Lock**.

Audio Settings

Volume

You can press the Volume key to adjust the ringer volume when the phone is idle. You can also press the Volume key to adjust the receiver volume of currently used audio devices (handset, speakerphone or headset), when the phone is in the dialing interface or during a call.

To adjust the volume when the phone is idle:

1. Press to adjust the ringer volume.

To adjust the volume when the phone is during a call:

1. Press to adjust the volume of currently used audio device (handset, speakerphone or headset).

Note If ringer volume is adjusted to minimum, the icon will appear on the LCD screen.

Ring Tones

Ring tones are used to indicate incoming calls. You can select different ring tones to distinguish the different accounts registered on your phone, or to distinguish your phone from your neighbor's.

To select a ring tone for the phone via phone user interface:

1. Press **Menu**->**Basic**->**Sound**->**Ring Tones**.
2. Press or to select the desired ring tone.

3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

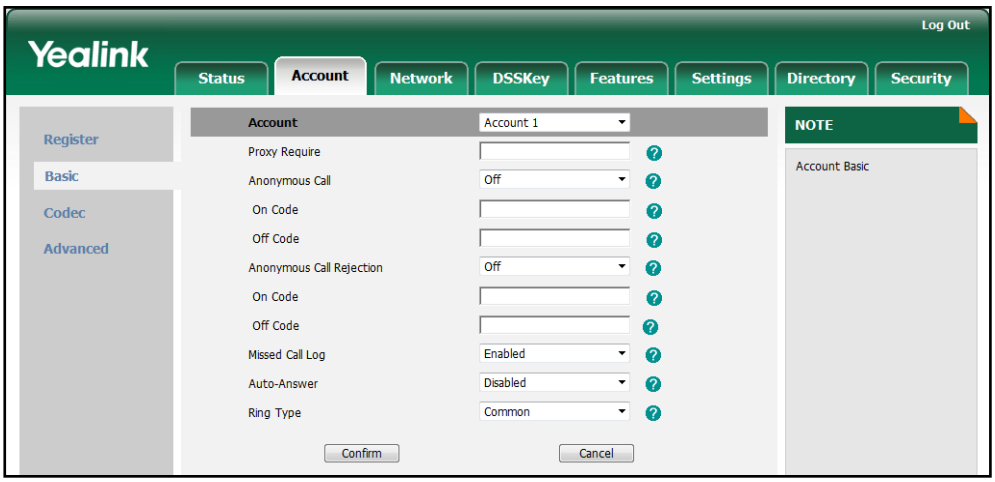
To select a ring tone for the phone via web user interface:

1. Click on **Settings**->**Preference**.
2. Select the desired ring tone from the pull-down list of **Ring Type**.
3. Click **Confirm** to accept the change.

To select a ring tone for the account via web user interface:

1. Click on **Account**.
2. Select the desired account from the pull-down list of **Account**.
3. Click on **Basic**.
4. Select the desired ring tone from the pull-down list of **Ring Type**.

   If **Common** is selected, this account will use the ring tone selected for the phone at **Settings->Preference**. Refer to the above instruction.



5. Click **Confirm** to accept the change.

You can also upload custom ring tones for your phone, contact your system administrator for more information.

Note The ring tone for an incoming call on the phone may be different. For example, when the phone receives an incoming call from a contact stored in the local directory, it will play the ring tone assigned to the contact in the contact directory (refer to Adding Contacts in the Contact Management section). Otherwise, the phone will play the ring tone assigned to the account. If both the contact ring tone and the account ring tone are not assigned, then the phone will play the ring tone assigned for the phone.

Contact Management

This section provides the operating instructions for managing contacts. The topics include:

- Directory
- Local Directory
- Blacklist
- Remote Phonebook

Directory

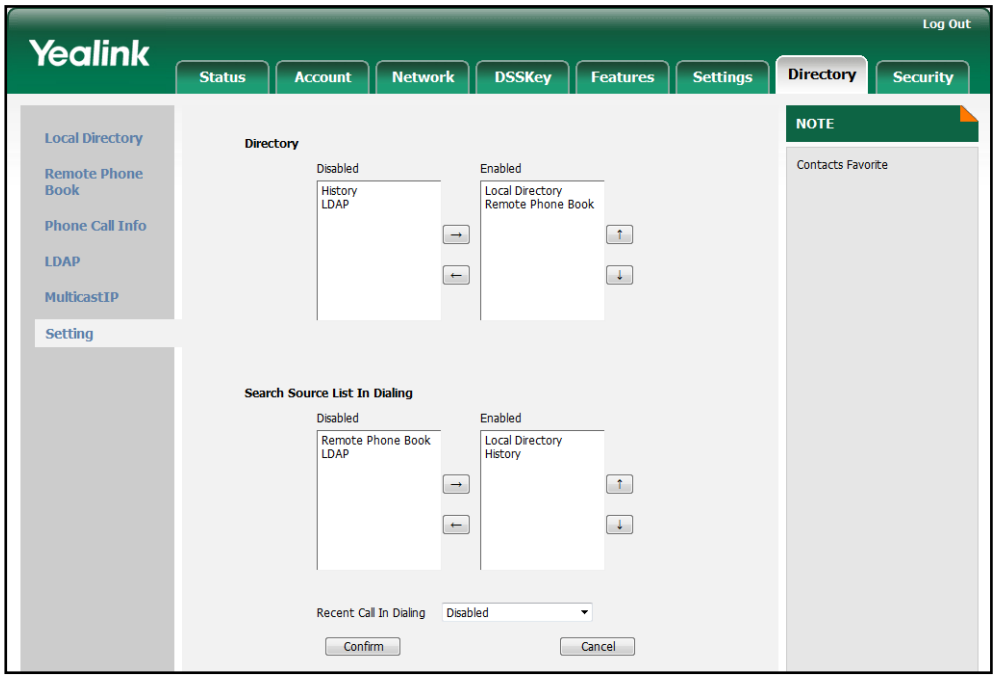
Directory provides easy access to the lists you use frequently. The lists may contain Local Directory, History, Remote Phone Book and LDAP.

To configure the directory via web user interface:

1. Click on **Directory->Setting**.
2. In the **Directory** block, select the desired list from the **Disabled** column and click → .

   The selected list appears in the **Enabled** column.
3. Repeat the step 2 to add more lists to the **Enabled** column.
4. To remove the list from the **Enabled** column, select the desired list and then click ← .
5. To adjust the order of list, select the desired list and then click ↑ or ↓ .

   Press the Directory soft key when the phone is idle, the LCD screen displays the directory lists in the adjusted order.



6. Click **Confirm** to accept the change.

Note You can configure the directory feature via web user interface only.

To check the directory feature via phone user interface:

1. Press the **Directory** soft key when the phone is idle.

The phone LCD screen displays the list(s) of directory.

If there is only one list in the directory, pressing the **Directory** soft key enters this list directly.

Note If you don't configure the remote phonebook and LDAP features in advance via web user interface, you cannot see the remote phonebook and LDAP lists on the phone user interface. For more information about the remote phonebook, refer to Remote Phonebook on page 50. For more information about the LDAP, contact your system administrator.

Local Directory

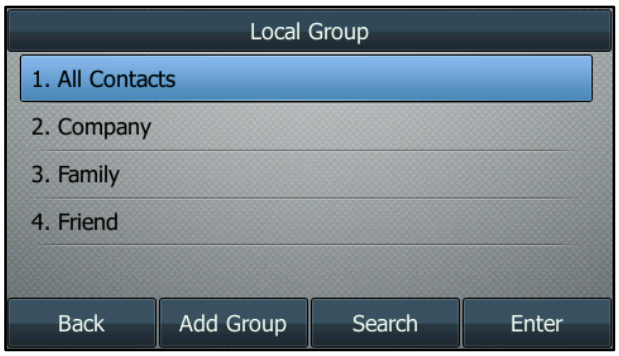
The built-in phone directory stores the names and phone numbers of your contacts. You can store up to 1000 contacts in your phone's local directory. There are four default groups in the local directory: All Contacts, Company, Family and Friend. You can add new groups and add new contacts to different groups in the local directory. You can edit, delete or search for a contact in the local directory. You can also dial a contact from the local directory.

Groups

To add a group to the local directory:

1. Press the **Directory** soft key.

The IP phone enters the local directory directly as there is only Local Directory in the directory by default.



If Local Directory is removed from the directory, press **Menu**->**Directory**->**Local Group**.

2. Press the **Add Group** soft key.
3. Enter the desired group name in the **Group Name** field.
4. Press ◄ or ► to select the desired group ring tone from the **Ring Tones** field.

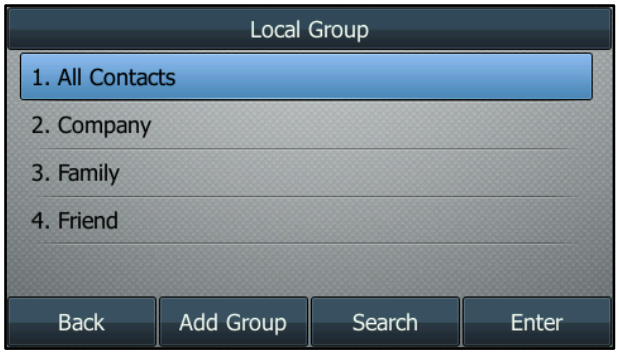
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also edit or delete the Company, Family and Friend contact groups.

To edit a group in the local directory:

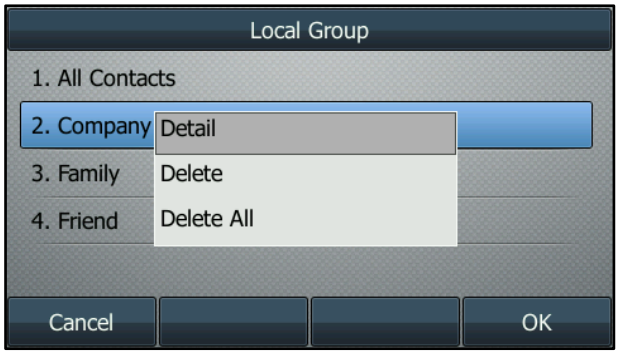
1. Press the **Directory** soft key.

   The IP phone enters the local directory directly as there is only Local Directory in the directory by default.



If Local Directory is removed from the directory, press **Menu**->**Directory**->**Local Group**.

2. Select the desired contact group.
3. Press the **Option** soft key and then select **Detail** from the prompt list.

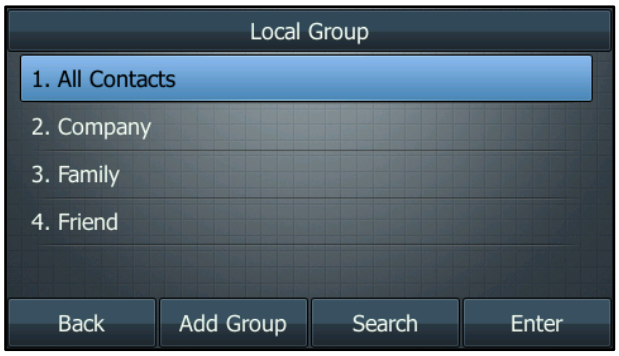


4. Press (▲) or (▼) to highlight the group information and then edit.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

To delete a group from the local directory:

1. Press the **Directory** soft key.

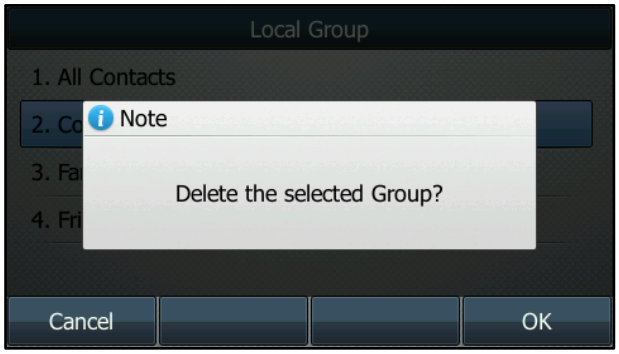
   The IP phone enters the local directory directly as there is only Local Directory in the directory by default.



   If Local Directory is removed from the directory, press **Menu**->**Directory**->**Local Group**.

2. Select the desired contact group.
3. Press the **Option** soft key and then select **Delete** from the prompt list.

The LCD screen prompts the following warning:



4. Press the **OK** soft key to confirm the deleting or the **Cancel** soft key to cancel.

Adding Contacts

You can add contacts to your local directory in the following ways:

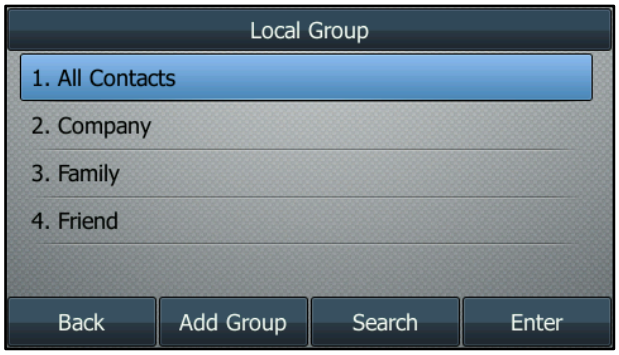
- Manually
- From call history
- From remote phonebook

Adding Contacts Manually

To add a contact to the local directory manually:

1. Press the **Directory** soft key.

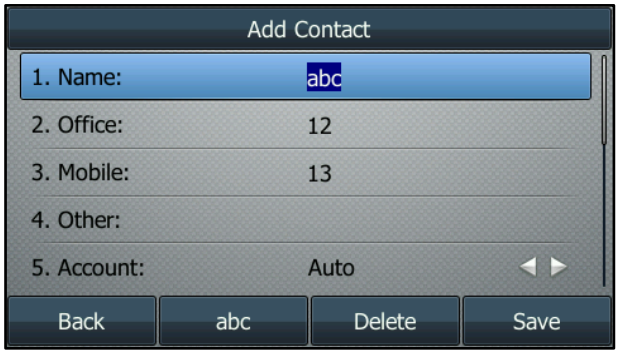
   The IP phone enters the local directory directly as there is only Local Directory in the directory by default.



   If Local Directory is removed from the directory, press **Menu**->**Directory**->**Local Group**.

2. Select the desired contact group and press the **Enter** soft key.
3. Press the **Add** soft key.

4. Enter the name and the office, mobile or other numbers in the corresponding fields.



5. Press ◀ or ▶, or the **Switch** soft key to select the desired account from the **Account** field.

   If **Auto** is selected, the phone will use the first available account when placing calls to the contact from the local directory.

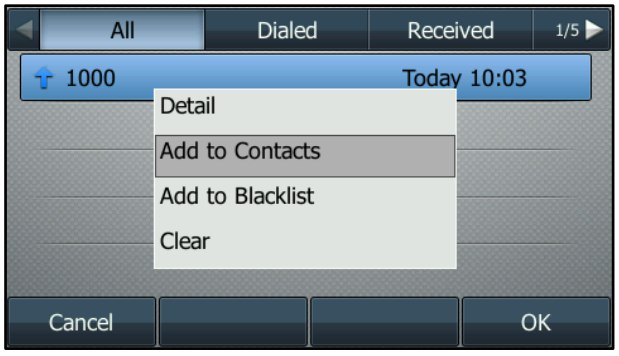
6. Press ◀ or ▶, or the **Switch** soft key to select the desired ring tone from the **Ring** field.
7. Press ◀ or ▶, or the **Switch** soft key to select the desired photo from the **Photo** field.
8. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Note If the contact has existed in the directory, the LCD screen will prompt "Contact name already existed!".

Adding Contacts from Call History

To add a contact to the local directory from the call history:

1. Press the **History** soft key.
2. Press ▲ or ▼ to highlight the desired entry.
3. Press the **Option** soft key, and then select **Add to Contacts** from the prompt list.



4. Enter the contact name.
5. Press the **Save** soft key to accept the change.

The entry is successfully saved in the local directory.

Adding Contacts from remote phonebook

To add a contact to the local directory from the remote phonebook:

1. Press **Menu**->**Directory**->**Remote Phone Book**.

   If Remote Phone Book is added to the directory, press **Directory**->**Remote Phone Book**.
2. Select the desired remote group and press the **Enter** soft key.
3. Press ⊙ or ⊙ to highlight the desired entry.
4. Press the **Option** soft key, and then select **Add to Contacts** from the prompt list.
5. Press the **Save** soft key to save the contact to the local directory.

   If the contact has already existed in the local directory, the LCD screen will prompt "Overwrite the original contact?". Press the **OK** soft key to overwrite the original contact in the local directory or the **Cancel** soft key to cancel.

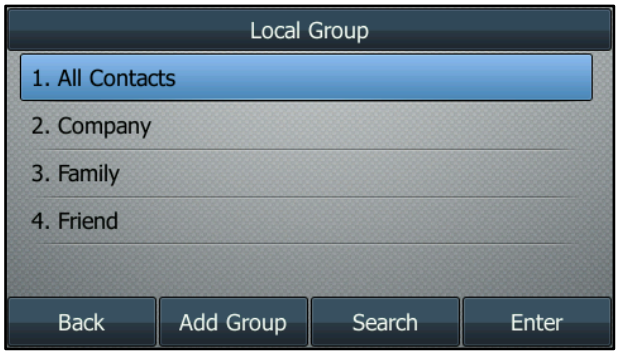
For more information on remote phonebook operating, refer to Remote Phonebook on page 50.

Editing Contacts

To edit a contact in the local directory:

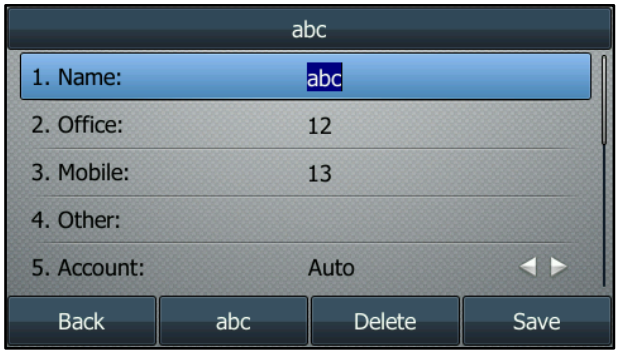
1. Press the **Directory** soft key.

   The IP phone enters the local directory directly as there is only Local Directory in the directory by default.



   If Local Directory is removed from the directory, press **Menu**->**Directory**->**Local Group**.
2. Select the desired contact group and press the **Enter** soft key.
3. Press ⊙ or ⊙ to highlight the desired contact.

4. Press the **Option** soft key, and then select **Detail** from the prompt list.



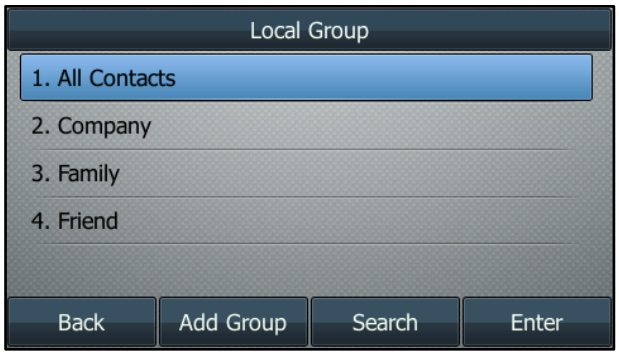
5. Press (up) or (down) to highlight the contact information and then edit.
6. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Deleting Contacts

To delete a contact from the local directory:

1. Press the **Directory** soft key.

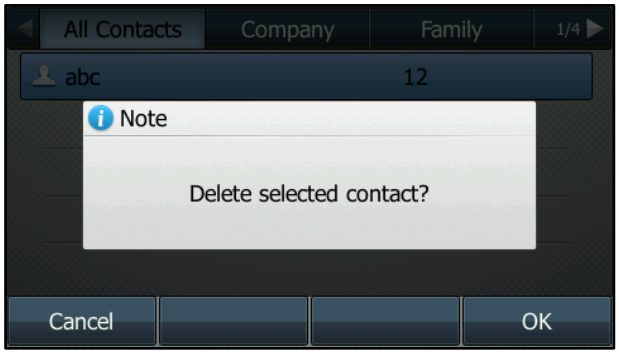
   The IP phone enters the local directory directly as there is only Local Directory in the directory by default.



   If Local Directory is removed from the directory, press **Menu**->**Directory**->**Local Group**.

2. Select the desired contact group and press the **Enter** soft key.
3. Press (up) or (down) to highlight the desired contact.
4. Press the **Option** soft key, and then select **Delete** from the prompt list.

The LCD screen prompts the following warning:



5. Press the **OK** soft key to confirm the deleting or the **Cancel** soft key to cancel.

Note You can also delete all contacts by pressing the **Option** soft key and then select **Delete All**. For more information, refer to the above steps.

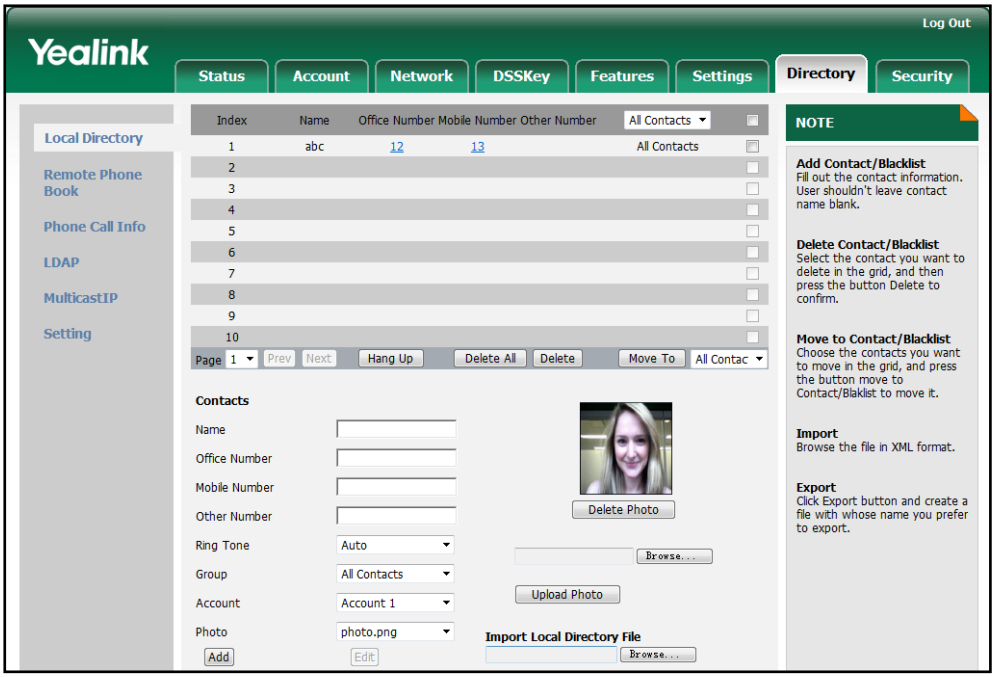
You can also manage the contacts via web user interface at the path **Directory->Local Directory**.

Uploading Contact Photos

To upload a new custom photo for the contact via web user interface:

1. Click on **Directory->Local Directory**.
2. Click **Browse**, and then select a photo from your local computer.
3. Click **Upload Photo** to upload the photo.

You can also click **Delete Photo** to delete the photo.



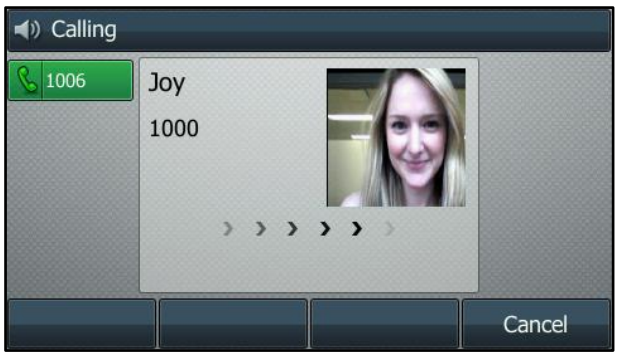
Note The phone only supports uploading the .png, .jpg or .bmp format files.

You can only delete the custom photos.

To change the custom photo for the contact via web user interface:

1. Click on **Directory->Local Directory**.
2. Click to select the desired entry which you want to edit.
3. Select the desired photo from the pull-down list of **Photo**.
4. Click **Edit** to accept the change.

When you place a call to the contact or receive a call from the contact, the phone LCD screen will show the contact photo.

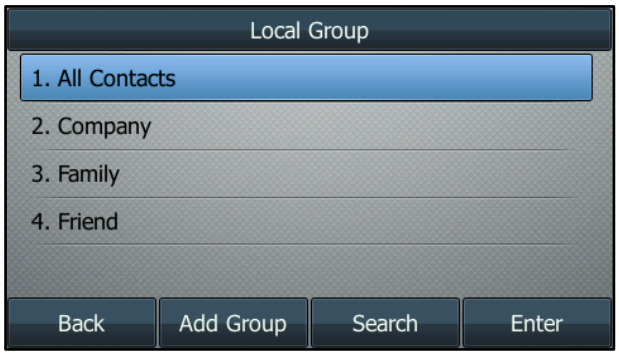


Placing Calls to Contacts

To place a call to a contact from the local directory:

1. Press **Directory** soft key.

   The IP phone enters the local directory directly as there is only Local Directory in the directory by default.



   If Local Directory is removed from the directory, press **Menu**->**Directory**->**Local Group**.

2. Select the desired contact group and press the **Enter** soft key.
3. Press ( ) or ( ) to highlight the desired contact.
4. Press the **Dial** soft key.
   - If only one number of the contact is stored in the local directory, press the **Dial** soft key to dial out the number.
   - If multiple numbers of the contact are stored in the local directory, press the **Dial** soft key to display a list of numbers.

     Press ( ) or ( ) to highlight the desired number.

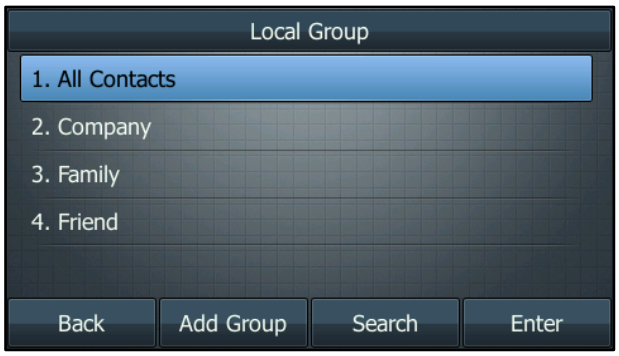
     Press the **Dial** soft key to dial out the number.

Searching for Contacts

To search for a contact in the local directory:

1. Press the **Directory** soft key.

The IP phone enters the local directory directly as there is only Local Directory in the directory by default.



If Local Directory is removed from the directory, press **Menu**->**Directory**->**Local Group**.

2. Press the **Search** soft key.
3. Enter a few continuous characters of the contact name or continuous numbers of the contact phone number using the keypad.

The contacts whose name or phone number matches the characters entered will appear on the LCD screen. You can dial from the result list.

Search Source List in Dialing

You can search for a contact in your desired list when the phone is in the dialing interface. The lists may contain Local Directory, History, Remote Phonebook and LDAP.

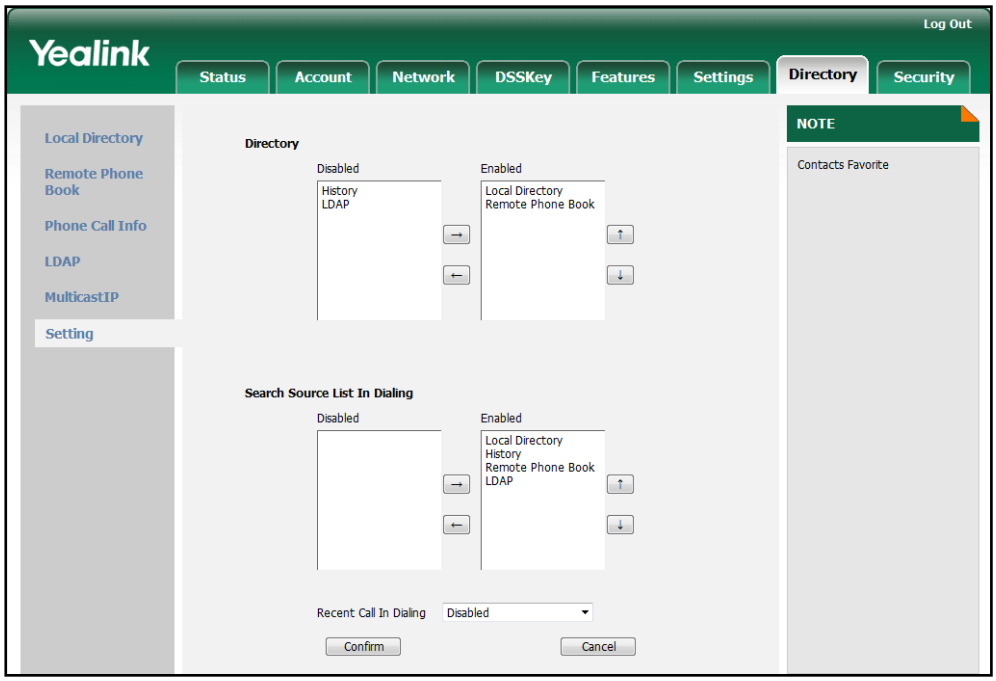
To configure search source list in dialing via web user interface:

1. Click on **Directory**->**Setting**.
2. In the **Search Source List In Dialing** block, select the desired list from the **Disabled** column and click → .

   The selected list appears in the **Enabled** column.
3. Repeat the step 2 to add more lists to the **Enabled** column.
4. To remove the list from the **Enabled** column, select the desired list and then click ← .

5. To adjust the order of list, select the desired list and then click ↑ or ↓ .

   The search results display on the LCD screen in the adjusted order.



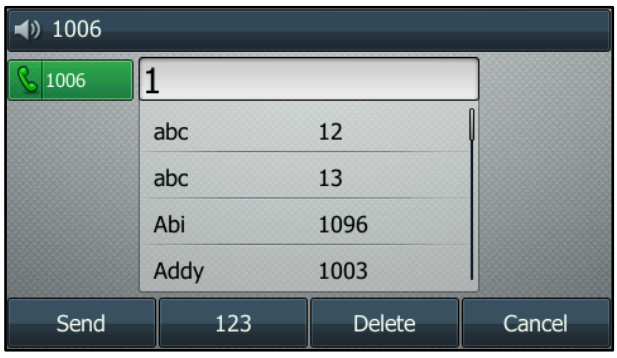
6. Click **Confirm** to accept the change.

Note You can configure search source list in dialing via web user interface only.

To search for a contact in the enabled search source lists:

1. Pick up the handset, press the speakerphone or press the line key.
2. Enter a few continuous characters of the contact name or the contact phone number using the keypad.

   The contacts in the enabled search source lists whose name or phone number matches the characters entered will appear on the LCD screen. You can press ▲ or ▼ to scroll to the desired contact and then place a call to the contact.



Importing/Exporting Contact Lists

You can manage your phone's local directory via phone or web user interface. But you can only import or export the contact list via web user interface.

To import an XML file of contact list via web user interface:

1. Click on **Directory->Local Directory**.
2. Click **Browse** to select a contact list file (file format must be .xml) from your local system.
3. Click **Import XML** to import the contact list.

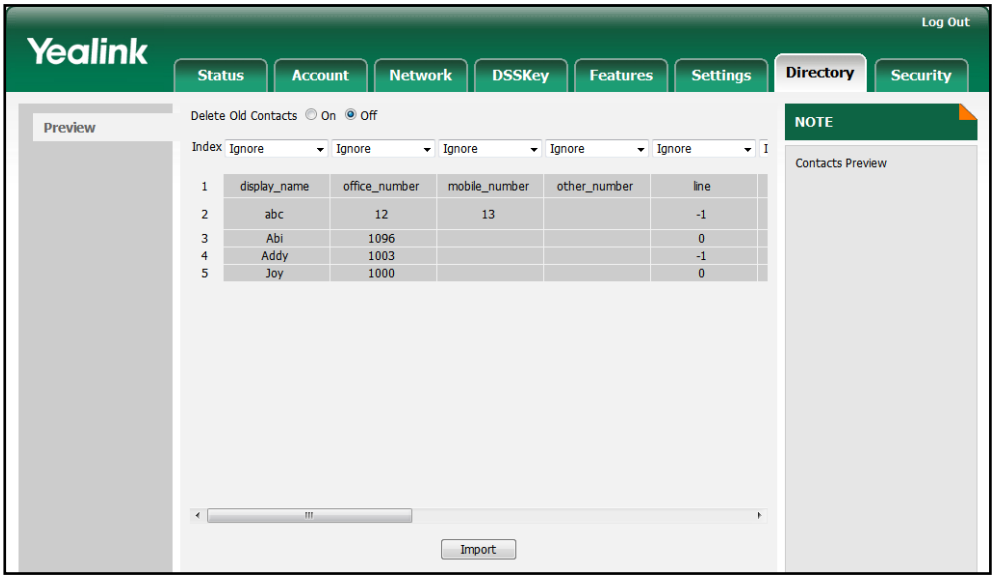
   The web user interface prompts "The original contact will be covered, continue?".
4. Click **OK** to complete importing the contact list.

To import a CSV file of contact list via web user interface:

1. Click on **Directory->Local Directory**.
2. Click **Browse** to select a contact list file (file format must be.csv) from your local system.
3. (Optional.)Check the **Show Title**.

   This will prevent importing the title of the contact information.
4. Click **Import CSV** to import the contact list.
5. (Optional.) Mark the **On** radio box in the **Delete Old Contacts**.

   This will delete all existing contacts while importing the CSV contact list.
6. Select the contact information you want to import into the local directory. For example, contact name, office number or mobile number.



7. Click **Import** to complete importing the contact list.

To export a contact list via web user interface:

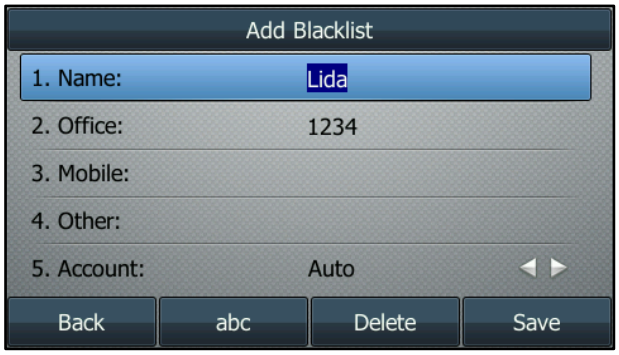
1. Click on **Directory**->**Local Directory**.
2. Click **Export XML** (or **Export CSV**).
3. Click **Save** to save the contact list to your local system.

Blacklist

The built-in phone directory stores the names and phone numbers of the blacklist. You can store up to 30 contacts in your phone's blacklist directory. You can add, edit, delete or search for a contact in the blacklist directory. You can also dial a contact in the blacklist directory, but an incoming call from the blacklist directory will be rejected automatically.

To add a contact to the blacklist manually:

1. Press **Menu**->**Directory** ->**Blacklist**.
2. Press the **Add** soft key.
3. Enter the name and the office, mobile or other numbers in the corresponding fields.



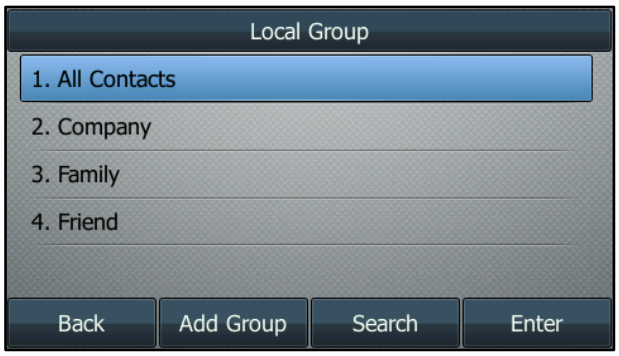
4. Press ◀ or ▶, or the **Switch** soft key to select the desired account from the **Account** field.

   If **Auto** is selected, the phone will use the first available account when placing calls to the contact from the local directory.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

To move a contact to the Blacklist:

1. Press **Directory** soft key.

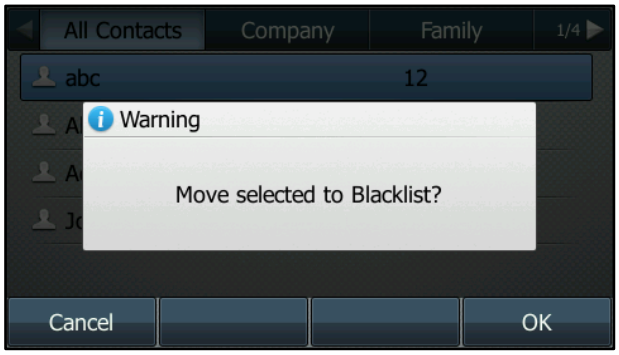
The IP phone enters the local directory directly as there is only Local Directory in the directory by default.



If Local Directory is removed from the directory, press **Menu**->**Directory**->**Local Group**.

2. Select the desired contact group and press the **Enter** soft key.
3. Press ⏶ or ⏷ to highlight the desired contact.
4. Press the **Option** soft key and then select **Add to Blacklist** from the prompt list.

   The LCD screen prompts the following warning:



5. Press the **OK** soft key to confirm the setting.

Operating instructions of editing blacklists, deleting blacklists, placing call to blacklists and searching for contact in the blacklist, refer to the operating instructions of Local Directory on page 36.

Remote Phonebook

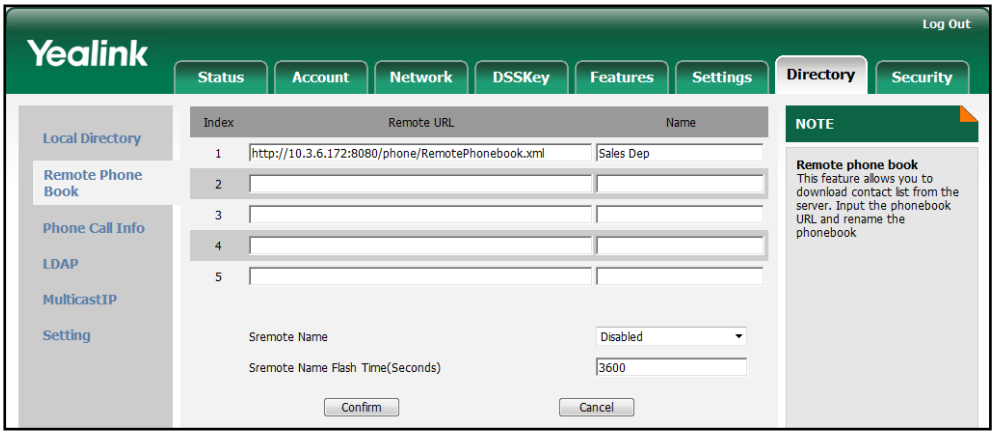
You can access your corporate directory through your phone. You can add local contacts from the corporate directory. You can also dial a contact from the corporate directory.

You can configure your new phone to access up to 5 corporate directories. Contact your system administrator for the access URL of the corporate directory.

To configure an access URL for remote phonebook via web user interface:

1. Click on **Directory**->**Remote Phone Book**.

2. Enter the access URL in the **Remote URL** field.
3. Enter the name in the **Name** field.



4. Click **Confirm** to accept the change.

To access your corporate directory via phone user interface:

1. Press **Menu**->**Directory**->**Remote Phone Book**.

   If Remote Phone Book is added to the directory, press **Directory**->**Remote Phone Book**.
2. Select the desired remote group, and then press the **Enter** soft key.

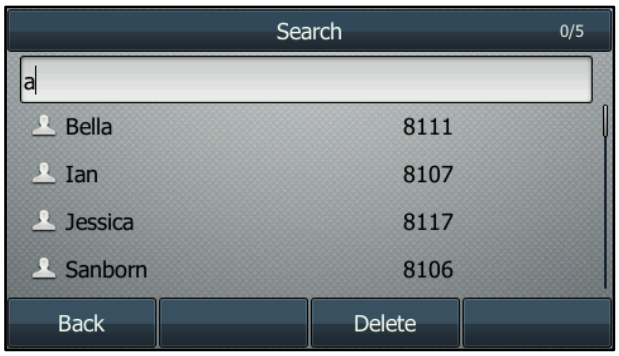
   The phone connects to load the corporate directory, and then displays the corporate contact list on the LCD screen.

3. Press the **Back** soft key to back to the previous interface.

To search for a contact in the corporate directory:

1. Press **Menu**->**Directory**->**Remote Phone Book**.
2. Select the desired remote group, and then press the **Enter** soft key to load the corporate directory.
3. Press the **Search** soft key.

4. Enter a few continuous characters of the contact name or continuous numbers of the contact phone number using the keypad.



The contacts whose name or phone number matches the characters entered will appear on the LCD screen. You can dial from the result list.

To place a call from the corporate directory:

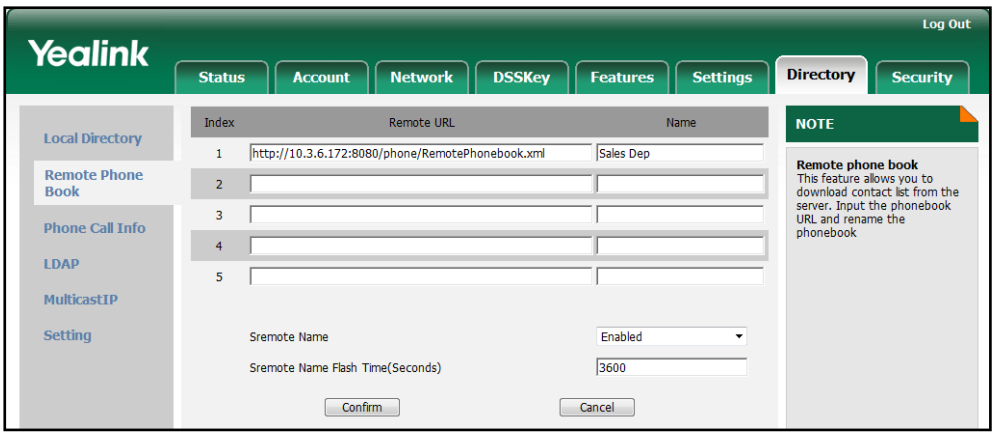
1. Press **Menu**->**Directory**->**Remote Phone Book**.
2. Select the desired remote group, and then press the **Enter** soft key to load the corporate directory.
3. Select the desired contact in the corporate directory.
4. Press the **Dial** soft key.

In addition, you can enable the phone to present the caller identity stored in the corporate directory when receiving a call.

To enable the presentation of caller identity stored in the remote phonebook:

1. Click on **Directory**->**Remote Phone Book**.
2. Select **Enabled** from the pull-down list of **Sremote Name**.
3. Enter the refresh period of corporate directory in the **Sremote Name Flash Time (Seconds)** field.

   The default value is 3600 seconds.



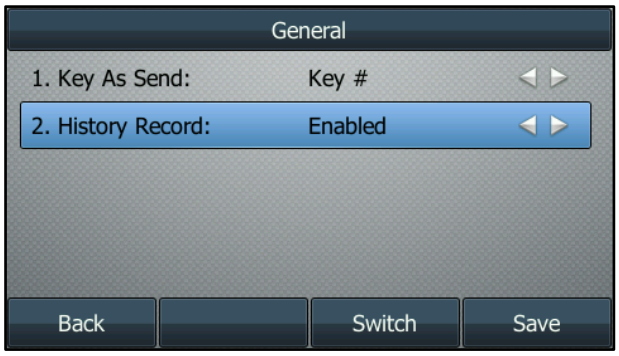
4. Click **Confirm** to accept the change.

Call History Management

The SIP-T46G IP phone maintains call history lists of Dialed Calls, Received Calls, Missed Calls and Forwarded Calls. The call history list supports up to 400 entries in all. You can check the call history, dial a call, add a contact or delete an entry from the call history list. You should enable the history record feature in advance.

To enable the history record feature via phone user interface:

1. Press **Menu**->**Call Feature**->**Others**->**General**.
2. Press ◄ or ► , or the **Switch** soft key to select **Enabled** from the **History Record** field.



3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

To check the call history:

1. Press the **History** soft key.

   The LCD screen displays the all call list.
2. Press ◄ or ► to switch between **All**, **Dialed**, **Received**, **Missed** and **Forwarded** call lists.
3. Press ▲ or ▼ to select the desired entry.
4. Press the **Option** soft key, and then select **Detail** from the prompt list.

   The detailed information of the entry appears on the LCD screen.

To dial a call from the call history list:

1. Press the **History** soft key.
2. Press ◄ or ► to switch between **All**, **Dialed**, **Received**, **Missed** and **Forwarded** call lists.
3. Press ▲ or ▼ to select the desired entry.
4. Press the **Send** soft key.

To add a contact from the call history list:

1. Press the **History** soft key.
2. Press ◄ or ► to switch between **All**, **Dialed**, **Received**, **Missed** and **Forwarded**

call lists.

3. Press ▲ or ▼ to select the desired entry.
4. Press the **Option** soft key, and then select **Add to Contacts** (or **Add to Blacklist**) from the prompt list.
5. Enter the desired values in the corresponding fields. And then press the **Save** soft key.

For more information, refer to Contact Management on page 34.

To delete an entry from the call history list:

1. Press the **History** soft key.
2. Press ◀ or ▶ to switch between **All**, **Dialed**, **Received**, **Missed** and **Forwarded** call lists.
3. Press ▲ or ▼ to select the desired entry.
4. Press the **Delete** soft key.

   The LCD screen prompts "Delete the selected record?".
5. Press the **OK** soft key to confirm the deleting or the **Cancel** soft key to cancel.

To delete all entries from the call history list:

1. Press the **History** soft key.
2. Press ◀ or ▶ to switch between **All**, **Dialed**, **Received**, **Missed** and **Forwarded** call lists.
3. Press the **Option** soft key, and then select **Clear** from the prompt list.
4. Press the **OK** soft key.

   The LCD screen prompts "Clear all records?".
5. Press the **OK** soft key to confirm the deleting or the **Cancel** soft key to cancel.

System Customizations

Headset Use

If you want to use a wired headset, physically connect your headset, refer to Phone Installation on page 13 and activate/deactivate it for use.

If you want to use a wireless headset, insert the Bluetooth-compatible USB adapter into the USB port at the back of the phone. For more information on using a Bluetooth headset refer to Bluetooth Headset on page 56.

This section provides the introduction of the wired headset.

Note If both a Bluetooth headset and a wired headset are connected, only the Bluetooth headset will be used.

Headset Mode Activation/Deactivation

To activate the headset mode:

1. Press on the phone.

   The HEADSET key LED illuminates solid green when the headset mode is activated. Press the line key or the **Answer** soft key to answer a call, the call will connect to your headset automatically. Enter the desired number and then press the **Send** soft key, the phone will place the call by using the headset automatically. For more information about using the headset to place a call, refer to Placing Calls on page 77.

To deactivate the headset mode:

1. Press again on the phone.

   The HEADSET key LED turns off when the headset mode is deactivated.

Headset Prior

You can use headset in priority when enabling the headset prior feature. This feature is especially useful for permanent or full-time headset users.

To enable headset prior via web user interface:

1. Click on **Features**->**General Information**.
2. Select **Enabled** from the pull-down list of **Headset Prior**.
3. Click **Confirm** to accept the change.

To use headset prior, you should activate the headset mode in advance:

1. Physically connect the headset.
2. Press to activate the headset mode.

Note

If the headset prior feature is enabled, the headset mode will not be deactivated until you press the **HEADSET** key again.

You can configure headset prior via web user interface only.

Dual Headset

You can use two headsets when enabling the dual headset feature. To use this feature, you must physically connect headsets to the headset jack and handset jack respectively. Once the phone joins in a call, people with the headset connected to the headset jack has a full-duplex conversation, another people with the headset connected to the handset jack is only allowed to listen to.

To enable dual headset via web user interface:

1. Click on **Features**->**General Information**.

2. Select **Enabled** from the pull-down list of **Dual-Headset**.
3. Click **Confirm** to accept the change.

Note You can configure dual headset via web user interface only.

Bluetooth Headset

The SIP-T46G IP phone supports the Bluetooth feature. Bluetooth enables low-bandwidth wireless connections within a range of 10 meters (32 feet). The best performance is in the 1- to 2-meter (3- to 6-foot) range.

You can activate/deactivate the Bluetooth mode on your phone, and then pair and connect your Bluetooth headset with your phone. You can also disconnect and delete your Bluetooth headset from your phone.

Note Ensure that the Bluetooth-compatible USB adapter is properly connected into the USB port at the back of the phone. For more information, refer to Phone Installation on page 13.

To activate the Bluetooth mode via phone user interface:

1. Press **Menu->Basic->Bluetooth**.
2. Press ◄ or ►, or the **Switch** soft key to select **On** from the **Bluetooth** field.

3. Press the **Save** soft key to accept the change.

   The LCD screen displays the Bluetooth icon .

To deactivate the Bluetooth mode via phone user interface:

1. Press **Menu->Basic->Bluetooth**.

2. Press ◄ or ►, or the **Switch** soft key to select **Off** from the **Bluetooth** field.

3. Press the **Save** soft key to accept the change.

   The Bluetooth icon disappears from the phone.

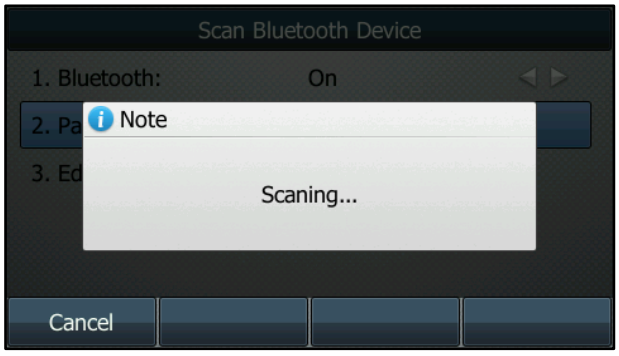
You can also activate or deactivate the Bluetooth mode via web user interface at the path **Features->Bluetooth**.

Before you pair a Bluetooth headset, check the indicator on a Bluetooth headset to make sure the Bluetooth headset is discoverable. For more information, refer to the documentation from the Bluetooth headset manufacturer.

To pair and connect your Bluetooth headset with your phone:

1. Press **Menu->Basic->Bluetooth**.
2. Press the **Scan** soft key to search the Bluetooth devices.

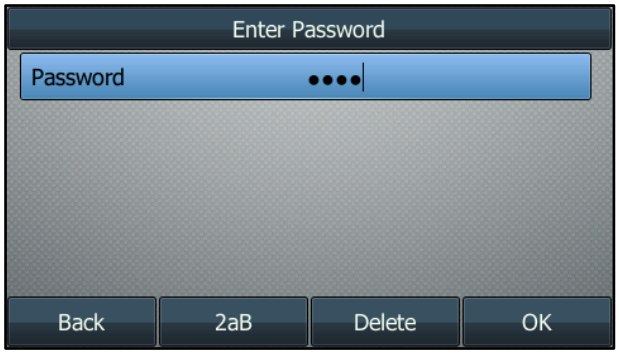
   The LCD screen prompts "Scanning…".



The phone proceeds to scan for the local Bluetooth devices. When the phone completes scan, it will display the discovered Bluetooth devices on the LCD screen.

3. Select the desired Bluetooth headset and press **Connect** soft key.
4. Enter the PIN in the **Password** field.

   The default PIN is 0000 or 1234.



5. Press the **OK** soft key.

   After a while, the Bluetooth headset is automatically connected with your phone. The Bluetooth icon appears on the phone LCD screen.

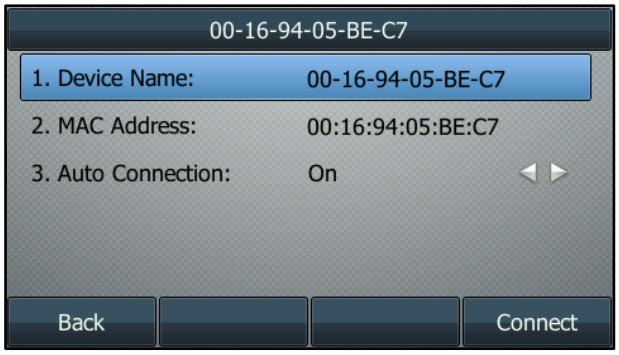
With the Bluetooth headset paired and connected, you can use the Bluetooth headset to place and answer calls. For more information, refer to the documentation from the Bluetooth headset manufacturer.

To view the Bluetooth headset information:

1. Press **Menu->Basic->Bluetooth->Paired Bluetooth Device**.

The LCD screen displays a list of paired and connected Bluetooth headsets.

2. Select the desired Bluetooth headset.
3. Press the **Option** soft key, and then select **Detail** from the prompt list. You can view the following Bluetooth headset information:
   - **Device Name**: the name of the Bluetooth headset.
   - **MAC Address**: the MAC address of the Bluetooth headset.
   - **Auto Connection**: Enables or disables the Bluetooth headset to connect with the phone automatically.



To change the priority of paired Bluetooth devices:

1. Press **Menu->Basic->Bluetooth->Paired Bluetooth Device**.
2. Select the desired Bluetooth headset.
3. Press the **Option** soft key, and then select **Move Up** or **Move Down** from the prompt list.

   The top one has the highest priority. When the phone is not connected with any Bluetooth headset, it will automatically connect to the Bluetooth headset with highest priority.

You can disconnect your Bluetooth headset from your phone. When you disconnect the Bluetooth headset, it still displays in the **Paired Bluetooth Device** list. You can easily connect it to your phone again.

To disconnect your Bluetooth headset from your phone:

1. Press **Menu->Basic->Bluetooth->Paired Bluetooth Device**.
2. Select the connected Bluetooth headset.
3. Press the **Disconnect** soft key.

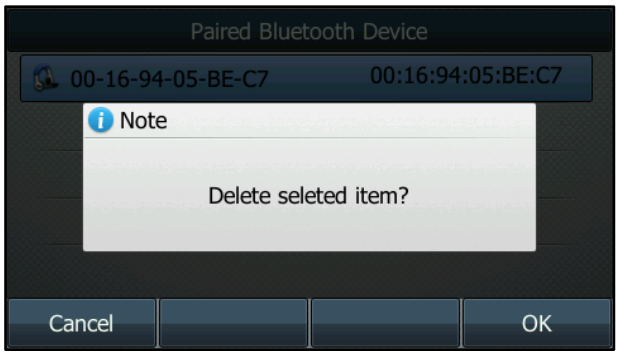
   The Bluetooth headset is disconnected. To connect it to your phone again, press the **Connect** soft key.

You can delete your Bluetooth headset from your phone. When you delete the Bluetooth headset, it disappears from the **Paired Bluetooth Device** list. To connect it to your phone again, you need to scan and connect it again.

To delete your Bluetooth headset from your phone:

1. Press **Menu->Basic->Bluetooth->Paired Bluetooth Device**.
2. Select the Bluetooth headset you want to delete.
3. Press the **Option** soft key, and then select **Delete** from the prompt list.

   The LCD screen prompts the following warning:



4. Press the **OK** soft key to confirm the deleting or the **Cancel** soft key to cancel.

Note You can also delete all headsets by pressing the **Option** soft key and then select **Delete All**. For more information, refer to the above steps.

DSS Keys

There are two types of DSS keys: Line Keys and Programmable Keys. The details will be introduced in the following. The SIP-T46G IP phone supports 27 line keys.

Line Keys

You can assign predefined functionalities to the line keys. You can also define a label for the line key feature which will be displayed on the LCD screen. Line keys allow you to use quick access features such as call return and voice mail. The Line key LED indicator will indicate the feature status when the line key is assigned with specific features, such as BLF and Shared Line. The default key type of line key 1-6 is Line. The default key type

of line key 7-27 is N/A, which indicates that this line key provides no functionality.

To configure the Line key via phone user interface:

1. Press **Menu**->**Call Feature**->**DSS Keys**.
2. Select the desired Line key, and then press the **Enter** soft key.
3. Select the desired key type from the **Type** field.
4. (Optional.) Select the desired key event type from the **Key Event** field.
5. (Optional.) Select the desired line from the **Account ID** field.
6. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
7. (Optional.) Enter the corresponding value in the **Value** field.
8. (Optional.) Enter the corresponding value in the **Extension** field.
9. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also configure the Line key via web user interface at the path **DSSKey**->**Line Key**.

You can assign functionalities to 27 line keys. These 27 line keys are displayed on three pages. When you assign functionality to line keys located in line key 1-10, the labels of the line key are displayed on the first page. The following figure shows an example:

When you assign functionality to line key located in line key 11-27, the label of the line key 10-18 is displayed on the second page, and the labels of the line key 19-27 displays on the third page. The right bottom line key is used to switch pages. The following figure shows an example:

The following table lists the page icon status:

Icons	Description
	Indicates the current page of the line keys.
	Indicates the non-current page of the line keys.

You can configure the page icon and page switch key LED to indicate the different status. This feature is disabled by default. For more information on the switch key LED status, refer to LED Instructions on page 5.

The following table lists the page icon status to indicate the different status:

Icons	Description
	Fast flashing: The BLF monitored user receives an incoming call on the non-current page. Solid red: There is a parked call on the non-current page.
	Fast flashing: The line receives an incoming call on the non-current page.

To configure the page icon status via web user interface:

1. Click on **DSSKey**->**Line Key**.
2. Select **Enabled** in the **Enable Page Tips** field.
3. Click **Confirm** to accept the change.

Note When the phone is idle, you can also long press the line key to configure it directly.

The line key features are explained in the following subchapters in detail:

- Line
- Speed Dial
- Voice Mail
- Pick Up
- Group Pickup
- DTMF
- Prefix
- Local Group
- XML Group

- XML Brower
- LDAP
- Conference
- Forward
- Transfer
- Hold
- DND
- SMS
- Group Listening
- Zero Touch
- URL
- Keypad Lock
- Directory

For more information, contact your system administrator.

Line

You can use this key feature to accept the incoming calls, place active calls on hold or resume a held call. It performs the same as a hard line key.

Dependencies: ***Type*** *(**Line**)*

Account ID *(the account this feature will be applied to)*

Value *(Default/Lock/Float)*

Usage: When receiving an incoming call, the DSS key LED flashes green:

1. Press the DSS key to accept the incoming call.
2. Press the DSS key to place the active call on hold.
3. Press the DSS key again to resume the held call.

When you select **Lock** in the **Value** field, the line keys located in the same position of the other page will be automatically assigned Line feature with **Lock** filled in the **Value** field. Then you can use this key on every page. This feature is only applicable to line key 1-9.

When you select **Float** in the **Value** field, the phone will automatically switch to the page where the line receives an incoming call.

Speed Dial

You can use this key feature to speed up dialing the numbers often used or hard to remember.

Dependencies: ***Type*** *(**Speed Dial**)*

Account ID *(the account this feature will be applied to)*

Label *(key label displayed on the LCD screen)*

Value *(the number you want to dial out)*

Usage: Press the DSS key to dial out the number specified in the **Value** field, using the account selected from the **Account ID** field.

Voice Mail

You can use this key feature to connect voice mail quickly. For more information, refer to Voice Mail on page 128.

Dependencies: ***Type (Key Event)***

Key Event (Voice Mail)

Account ID *(the account this feature will be applied to)*

Label *(key label displayed on the LCD screen)*

Value *(the voice mail access code)*

Usage: Press the DSS key to dial out the voice mail access code, you can follow the voice prompt to listen to the voice mails.

Pick Up

You can use this key feature to answer someone else's incoming call on the phone.

Dependencies: ***Type (Key Event)***

Key Event (Pick Up)

Account ID *(the account this feature will be applied to)*

Label *(key label displayed on the LCD screen)*

Value *(the direct pickup code followed by the specific phone number)*

Usage: Press the DSS key on your phone when the specific phone number receives an incoming call. The call is answered on your phone.

Group Pickup

You can use this key feature to answer incoming calls in a group that is associated with their own group.

Dependencies: ***Type (Key Event)***

Key Event (Group Pickup)

Account ID *(the account this feature will be applied to)*

Label *(key label displayed on the LCD screen)*

Value *(the group pickup feature code)*

Usage: Press the DSS key on your phone when a phone number in the group receives an incoming call. The call is answered on your phone.

DTMF

You can use this key feature to send the specification of arbitrary key sequences via DTMF.

Dependencies: ***Type (Key Event)***

Key Event (DTMF)

Label (key label displayed on the LCD screen)

Value (DTMF sequence)

Note DTMF sequence is allowed to be: "0-9", "*", "#" and "A-D".

Usage: Press the DSS key during an active call to send the key sequence specified in the **Value** field.

Prefix

You can use this key feature to add a specified prefix number before the dialed number.

Dependencies: *Type (Key Event)*

Key Event (Prefix)

Label (key label displayed on the LCD screen)

Value (the prefix number)

Usage: Press the DSS key when the phone is idle, the phone enters into the dialing screen and displays the prefix number which you specified in the **Value** field, enter other digits and then dial out.

Local Group

You can use this key feature to access the contact group in the local directory quickly. For more information, refer to Local Directory on page 36.

Dependencies: *Type (Key Event)*

Key Event (Local Group)

Local Group (the contact group name you want to access)

Label (key label displayed on the LCD screen)

Usage: Press the DSS key to access the contact group specified in the **Local Group** field.

XML Group

You can use this key feature to access the remote group in your corporate directory quickly. You should configure the remote phonebook in advance. For more information, refer to Remote Phonebook on page 50.

Dependencies: *Type (Key Event)*

Key Event (XML Group)

XML Group (the remote group name you want to access if the remote phonebook is configured)

Label (key label displayed on the LCD screen)

Usage: Press the DSS key to access the remote group specified in the **XML Group** field.

XML Browser

You can use this key feature to access the XML browser quickly. The Xml browser allows you to create custom services which meet your functional requirements on the server. You can customize practical applications, such as weather report, stock information, Google search, etc.

Dependencies: ***Type (Key Event)***

Key Event (XML Browser)

Label *(key label displayed on the LCD screen)*

Value *(the access URL for xml browser)*

Usage: Press the DSS key to access the Xml browser specified in the **Value** field.

LDAP

You can use this key feature to access the LDAP search interface quickly.

Dependencies: ***Type (Key Event)***

Key Event (LDAP)

Label *(key label displayed on the LCD screen)*

Usage:

1. Press the DSS key to access the LDAP search interface.
2. Enter a few continuous characters of the contact name or continuous numbers of the contact phone number using the keypad.

The contacts whose name or phone number matches the characters entered will appear on the LCD screen.

Conference

You can use this key feature to set up a conference call. For more information, refer to Conference on page 100.

Dependencies: ***Type (Key Event)***

Key Event (Conference)

Label *(key label displayed on the LCD screen)*

Value *(the number you want to add to the conference)*

Usage: Press the DSS key during an active call to set up a conference with the number specified in the **Value** field.

Note When leaving the **Value** field blank, the DSS key performs the same as the **Conference** soft key during a call.

Forward

You can use this key feature to forward an incoming call to someone else. For more information, refer to Call Forward on page 91.

Dependencies: *Type (Key Event)*

Key Event (Forward)

Label (key label displayed on the LCD screen)

Value (the number you want to forward to)

Usage: Press the DSS key to forward an incoming call to the number specified in the **Value** field.

Note When leaving the **Value** field blank, the DSS key performs the same as the **Forward** soft key when receiving an incoming call.

Transfer

You can use this key feature to handle the call differently depending on the transfer mode on DSS key when there is an active call on the phone.

Dependencies: *Type (Key Event)*

Key Event (Transfer)

Label (key label displayed on the LCD screen)

Value (the number you want to transfer to)

Usage:

- When the transfer mode on DSS key is **Blind Transfer**, press the DSS key to complete the blind transfer to the number specified in the **Value** field.
- When the transfer mode on DSS key is **Attended Transfer**, press the DSS key to dial out the number specified in the **Value** field, and then you can perform the attended or semi-attended transfer.
- When the transfer mode on DSS key is **New Call**, press the DSS key to place a new call to the number specified in the **Value** field.

Note You can configure the transfer mode on DSS key via web user interface at the path **Features->Transfer**. For more information on how to configure the transfer mode on DSS key, refer to Busy Lamp Field (BLF) on page 111.

When leaving the **Value** field blank, the DSS key performs the same as the **TRANSFER** key or the **Transfer** soft key during a call. For more information, refer to Call Transfer on page 98.

Hold

You can use this key feature to place an active call on hold or retrieve a held call.

Dependencies: *Type (Key Event)*

Key Event (Hold)

Label (key label displayed on the LCD screen)

Usage:

1. Press the DSS key during an active call to place the call on hold.
2. Press the DSS key again to retrieve the held call.

DND

You can use this key feature to activate or deactivate the DND mode.

Dependencies: ***Type (Key Event)***

Key Event (DND)

Label *(key label displayed on the LCD screen)*

Usage:

1. Press the DSS key to activate the DND mode.
2. Press the DSS key again to deactivate the DND mode.

Note When the DND mode is activated, the incoming calls will be rejected automatically.

SMS

You can use this key feature to quick access the text message feature. For more information, refer to Short Message Service (SMS) on page 126.

Dependencies: ***Type (Key Event)***

Key Event (SMS)

Label *(key label displayed on the LCD screen)*

Usage: Press the DSS key when the phone is idle to access the text message feature.

Group Listening

You can use this key feature to activate the Speakerphone and Handset/Headset mode at the same time. It is suitable for the group conversation which has more than one person at one side. You are able to speak and listen through the handset/headset, meanwhile the others nearby can only listen through the speaker.

Dependencies: ***Type (Key Event)***

Key Event (Group Listening)

Label *(key label displayed on the LCD screen)*

Usage:

1. During a call, press the DSS key to activate the group listening mode.

   You can then speak and listen through the handset/headset, other people at your side can listen through speaker at the same time.
2. Press the DSS key again to deactivate the group listening mode.

Zero Touch

You can use this key feature to configure auto provision and network parameters quickly.

Dependencies: *Type (Key Event)*

Key Event (Zero Touch)

Label (key label displayed on the LCD screen)

Usage:

1. Press the DSS key to access the zero touch screen.
2. Press the **OK** soft key within a few seconds.
3. Configure the network parameters in the corresponding fields.
4. Press the **Next** soft key.
5. Configure the auto provision parameters in the corresponding fields.
6. Press the **OK** soft key.

   The phone will reboot to update configurations.

URL

You can use this key feature to trigger the phone to send a HTTP GET request contained a specific URL.

Dependencies: *Type (URL)*

Label (key label displayed on the LCD screen)

URL (the URL contained in the HTTP GET request)

Usage: Press the DSS key to trigger the phone to send a HTTP GET request contained the URL specified in the **URL** field.

Keypad Lock

You can use this key feature to immediately lock the keypad of your phone instead of long pressing #SEND. For more information, refer to Keypad Lock on page 28.

Dependencies: *Type (Key Event)*

Key Event (Keypad Lock)

Label (key label displayed on the LCD screen)

Usage: Press the DSS key to immediately lock the keypad of your phone instead of long pressing #SEND.

Directory

You can use this key feature to easy access to the lists you use frequently. For more information, refer to Directory on page 35.

Dependencies: *Type (Key Event)*

Key Event (Directory)

Label (key label displayed on the LCD screen)

Usage: Press the DSS key to immediately access to the lists you use frequently.

Note The DSS key performs the same function as the **Directory** soft key when the phone is idle.

Programmable Keys

You can customize the soft keys, navigation keys and function keys.

To customize the programmable keys via web user interface:

1. Click on **DSSKey**->**Programmable Key**.
2. Customize specific features for these keys.
3. Click **Confirm** to accept the change.

Note You can configure the programmable keys via web user interface only.

Account Management

You can register one or multiple accounts on the SIP-T46G IP phone. You can also configure each line key associated with an account or configure multiple line keys associated with an account.

Account Registration

To register an account via phone user interface:

1. Press **Menu**->**Advanced** (password: admin) ->**Account**.
2. Select the desired account and then press the **Enter** soft key.
3. Select **Enabled** from the **Account Status** field.
4. Enter the desired values in **Label**, **Display Name**, **Register Name**, **User Name**, **Password** and **SIP Server1** fields respectively. Contact your system administrator for more information.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.
6. Repeat steps 2 to 5 until you have registered all accounts.

The following figures show single or multiple accounts registered on the phone:

Single account:

Multiple accounts:

To disable an account via phone user interface:

1. Press **Menu**->**Advanced** (password: admin) ->**Account**.
2. Select the desired account and then press the **Enter** soft key.
3. Select **Disabled** from the **Account Status** field.
4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also register or disable an account via web user interface at the path **Account**->**Register**.

Multiple Line Keys per Account

You can configure multiple line keys associated with an account. This enhances call visualization and simplifies call handling.

If this is the case, the LCD screen could resemble the following figure:

Incoming calls to this line will be distributed evenly among the available line keys. Similarly, outgoing calls will be distributed.

Your phone can be configured to have a combination of lines with a single line key and lines with multiple line keys.

Dial Plan

Dial plan is a string of characters that governs the way your SIP-T46GIP phone processes the inputs received from your phone keypad. The SIP-T46G IP phone supports the following dial plan features:

- Replace Rule
- Dial-now
- Area Code
- Block Out

The basic expression syntax you need to know:

Syntax	Description
.	The dot "." can be used as a placeholder or multiple placeholders for any character. Example: "12." would match "123", "1234", "12345", "12abc", etc.
x	An "x" can be used as a placeholder for any character. Example: "12x" would match "121", "122", "123", "12a", etc.
[]	The square brackets "[]" can be used as a placeholder for a single character which matches any of a set of characters. Example: "91[5-7]1234" would match "9151234", "9161234", "9171234", etc.
()	The parentheses "( )" can be used to group together patterns, for instance, to logically combine two or more patterns. Example: "([1-9])([2-7])3" would match "923", "153", "773",etc.
$	The “$” should be followed by the sequence number of a parenthesis. The “$” plus the sequence number means the whole character or characters placed in the parenthesis. The number directs to the right parenthesis when there are more than one. Example: A replace rule configuration: Number: "9([5-7])(.)", Replace: "5$2". When you enter "96123" to dial out on your phone, the number will be replaced as "5123" and then dialed out. “$2” means the characters in the second parenthesis, that is, “123”.

Note You can configure the dial plan rules via web user interface only.

Replace Rule

You can configure one or more replace rules to remove the specified string and replace it with another string. You can configure a pattern with wildcards (expression syntax refer to the table above), so that any string that matches the pattern will be replaced. This feature is convenient for you to dial out a long number. For example, a replace rule is configured as "Prefix: 1" and "Replace: 1234567", when you try to dial out the number “1234567”, you just need to enter “1” on the phone and then press the Send soft key.

To add a replace rule via web user interface:

1. Click on **Settings**->**Dial Plan**->**Replace Rule**.
2. Enter the string (e.g., 2xx) in the **Prefix** field.
3. Enter the string (e.g., 12345) in the **Replace** field.
4. Enter the desired line ID in the **Account** field or leave it blank.
5. Click **Add** to add the replace rule.

   When you enter the number "234" using the keypad and then dial out, the phone will dial out "12345" instead.

Note

The valid values of **Account** field can be one or more digits among 1, 2, 3, 4, 5 and 6. Each digit must be separated by a ",". For example: when you enter the value "1, 2" in the **Account** field, this replace rule will apply to account1 and account2.

If you leave the **Account** field blank or enter an invalid value, then the replace rule will apply to all accounts.

To edit a replace rule via web user interface:

1. Click on **Settings**->**Dial Plan**->**Replace Rule**.
2. Select the desired replace rule by checking the checkbox.
3. Edit the values in the **Prefix** and **Replace** fields.
4. Enter the desired line ID in the **Account** field or leave it blank.
5. Click **Edit** to edit the replace rules.

To delete one or more replace rules via web user interface:

1. Click on **Settings**->**Dial Plan**->**Replace Rule**.
2. Select the one or more replace rules by checking the checkbox(es).
3. Click **Del** to delete the replace rule(s).

Dial-now

You can configure one or more dial-now rules on your phone. When the dialed out number matches the dial-now string, the number will be dialed out automatically. For example, a dial-now rule is configured as "2xx", then entering any three-digit string begins with 2 will be dialed out automatically on the phone.

To add a dial-now rule via web user interface:

1. Click on **Settings**->**Dial Plan**->**Dial-now**.
2. Enter the desired value (e.g., 1234) in the **Rule** field.
3. Enter the desired line ID in the **Account** field or leave it blank.

   For more information about the valid values of **Account** field, refer to Replace Rule on page 72.

4. Click **Add** to add the dial-now rule.

   When you enter the number "1234" using the keypad, the phone will dial out "1234" automatically without pressing any key.

Note You can also edit or delete the dial-now rule, refer to Replace Rule on page 72 for more information.

Time Out for Dial-Now Rule

You can configure the interval for dial-now rules. That is, you can configure your phone to dial out the phone number automatically, which matches a dial-now rule, after the specified delay time.

To configure the time out for dial-now rule via web user interface:

1. Click on **Features**->**General Information**.
2. Enter the time within 1-14 (in seconds) in the **Time-Out For Dial-Now Rule** field.
3. Click **Confirm** to accept the change.

Area Code

Area codes are also known as Numbering Plan Areas (NPAs). They usually indicate geographical areas in a country. This feature is necessary only when dialing the number outside the code area. For example, area code is configured as "Code: 011, Minimum Length: 4, Maximum Length: 11", then when you dial out the number "56789", which has the digits between 4 to 11, the phone will add the area code and dial out the number "01156789".

To configure the area code and lengths via web user interface:

1. Click on **Settings**->**Dial Plan**->**Area Code**.
2. Enter the desired values in the **Code**, **Min Length (1-15)** and **Max Length (1-15)** fields.
3. Enter the desired line ID in the **Account** field or leave it blank.

   For more information about the valid values of **Account** field, refer to Replace Rule on page 72.
4. Click **Confirm** to accept the change.

Note The default values of minimum and maximum length are 1 and 15 respectively.

Block Out

You can block some specific numbers from being dialed on your phone. When you dial a block out number on your phone, the dialing will fail and the LCD screen will prompt "Forbidden Number".

To add a block out number via web user interface:

1. Click on **Settings**->**Dial Plan**->**Block Out**.
2. Enter the desired value in the **BlockOut Number** field.
3. Enter the desired line ID in the **Account** field or leave it blank.

   For more information about the valid values of **Account** field, refer to Replace Rule on page 72.
4. Click **Confirm** to add the block out number.

Emergency Number

Public telephone networks in countries around the world have a single emergency telephone number (emergency services number), that allows a caller to contact local emergency services for assistance when required. The emergency telephone number may differ from country to country. It is typically a three-digit number so that it can be easily remembered and dialed quickly. Some countries have a different emergency number for each of the different emergency services.

You can specify the emergency telephone numbers on the IP phone for contacting the emergency services in an emergency situation.

Note Contact your local phone service provider for available emergency numbers in your area.

To specify emergency numbers via web user interface:

1. Click on **Features**->**Phone Lock**.
2. Enter the emergency services number in the **Emergency** field. For multiple numbers, enter a "," between each emergency number.

   The default emergency numbers are 120, 911 and 110.
3. Click **Confirm** to accept the change.

Live Dialpad

You can enable the live dialpad feature on the SIP-T46G IP phone, which enables the IP phone to automatically dial out the phone number without pressing any other key. You can also configure a period of time before automatically dialing out the phone number.

To enable the live dialpad via web user interface:

1. Click on **Settings**->**Preference**.
2. Select **Enabled** from the pull-down list of **Live Dialpad**.
3. Enter the desired delay time (in seconds) in the **Inter Digit Time (1~14s)** field.

4. Click **Confirm** to accept the change.

Note The default delay time of live dialpad feature is 4s.

You can configure live dialpad via web user interface only.

Hotline

You can dial a hotline number immediately once you lift the handset, press the speakerphone key or press a line key. You can also configure a period of delay time to dial out the hotline number, the phone will dial out the hotline number automatically after the specified delay time.

To configure the hotline number via phone user interface:

1. Press **Menu**->**Call Feature**->**Others**->**Hotline**.
2. Enter the desired number in the **Number** field.
3. Enter the delay time in the **Hotline Delay 0-10(s)** field.

4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also configure hotline via web user interface at the path **Features**->**General Information**.

Basic Call Features

The SIP-T46G IP phone is designed to be easily used like a regular phone on a public switched telephone network (PSTN). You can place calls, answer calls, transfer a call to someone else, or conduct a conference call.

This chapter provides basic operating instructions for the SIP-T46G IP phone. The topics include:

- Placing Calls
- Answering Calls
- Ending Calls
- Redialing Numbers
- Recent Call In Dialing
- Auto Answer
- Auto Redial
- Call Completion
- Call Return
- Call Mute
- Call Hold/Resume
- Do Not Disturb (DND)
- Call Forward
- Call Transfer
- Call Waiting
- Conference
- Call Park
- Call Pickup
- Anonymous Call
- Anonymous Call Rejection

If you require additional information or assistance with your new phone, contact your system administrator.

Placing Calls

You can place a call in three ways using your SIP-T46G IP phone:

- Using the handset

- Using the speakerphone
- Using the headset

You can also dial the number first, and then choose the way you want to speak to the other party.

You can search the call history, the local contact directory or the remote phonebook and dial from the search results. For more information, refer to Contact Management on page 34 and Call History Management on page 53.

During a call, you can alternate between Speakerphone, Headset, or Handset mode by pressing the Speakerphone key, the HEADSET key, or picking up the handset.

The call duration of active calls is visible on the LCD screen. In the figure below, the call to the number"1000" has lasted 40 seconds.

To place a call using the handset:

1. Pick up the handset.
2. Enter the desired number using the keypad.
3. Press OK , #SEND , or the **Send** soft key.

By default, the # key is configured as a send key. You can set the * key as the send key or set neither of them as send keys. For more information, refer to the Key as Send on page 28.

Note

You can also dial using the SIP URI or IP address. To obtain the IP address of your phone, press the **OK** key. The maximum SIP URI or IP address length is 32 characters. For example, SIP URI: 3606@sip.com, IP: 192.168.1.15.

Your phone may not support direct IP dialing. Contact your system administrator for more information.

To place a call using the hands-free speakerphone mode:

Do one of the following:

- With the handset on-hook, press the speakerphone key or the line key to obtain a dial tone.
  Enter the desired number using the keypad.
  Press OK , #SEND or the **Send** soft key.

- With the handset on-hook, enter the desired number using the keypad.
  Press , , or the **Send** soft key.

To place a call using the headset:

Do one of the following:

- With the optional headset connected, press to activate the headset mode.
  Press the line key to obtain a dial tone.
  Enter the desired number using the keypad.
  Press , , or the **Send** soft key.
- With the optional headset connected, press to activate the headset mode.
  Enter the desired number using the keypad.
  Press , , or the **Send** soft key.

Note To permanently enable your headset, refer to Headset Prior on page 55.

To place multiple calls:

You can have more than one call on your SIP-T46G IP phone. To place a new call during an active call, do one of the following:

- Press the line key. The active call is placed on hold.
  Enter the desired number using the keypad.
  Press , , or the **Send** soft key.
- Press or the **Hold** soft key to place the original call on hold.
  Press the **New Call** soft key.
  Enter the desired number using the keypad.
  Press , , or the **Send** soft key.

You can press or to switch between the calls, and then press the **Resume** soft key to retrieve the desired call.

Answering Calls

When you are not in another call, you can answer a call in three ways:

- Using the handset
- Using the speakerphone

- Using the headset

Note

You can ignore incoming calls by pressing the **X** key, the **Reject** soft key or the **Silence** soft key. You can also activate Do Not Disturb mode to ignore the incoming calls without ring on your phone. For more information, refer to Do Not Disturb (DND) on page 88.

You can forward incoming calls to someone else by pressing the **Forward** soft key. For more information, refer to Call Forward on page 91.

Answering When Not in Another Call

In all cases, the active call will appear on the LCD screen showing call duration and destination.

To answer a call using the handset:

1. Pick up the handset.

To answer a call using the hands-free speakerphone mode:

Do one of the following:

- Press .
- With the handset on-hook and the headset mode deactivated, press the **Answer** soft key.
- With the handset on-hook and the headset mode deactivated, press the line key (the line key LED flashes green).

To answer a call using the headset:

Do one of the following:

- Press .
- With the headset mode activated, press the **Answer** soft key.
- With the headset mode activated, press the line key (the line key LED flashes green).

Answering When in Another Call

If you have an active call, and an incoming call arrives on the phone, do one of the following:

- Press the **Answer** soft key.
  The incoming call is answered and the original call is placed on hold.
- Press to access the new call.
  Press or the **Answer** soft key.
  The incoming call is answered and the original call is placed on hold.

Ending Calls

To end a call:

Do one of the following:

- If you are using the handset, press the **End Call** soft key or hang up the handset.
- If you are using the headset, press the **End Call** soft key.
- If you are using the speakerphone, press or the **End Call** soft key.

Note To end a call placed on hold, you can press the **End Call** soft key to end the call directly, or press the **Resume** soft key to resume the call before ending it.

Redialing Numbers

To redial the last placed call from your phone:

1. Press twice.
   A call to your last placed call is attempted.

To redial a previously placed call from your phone:

1. Press when the phone is idle.
2. Press or to select the desired entry from the dialed calls list, and then press or the **Send** soft key.

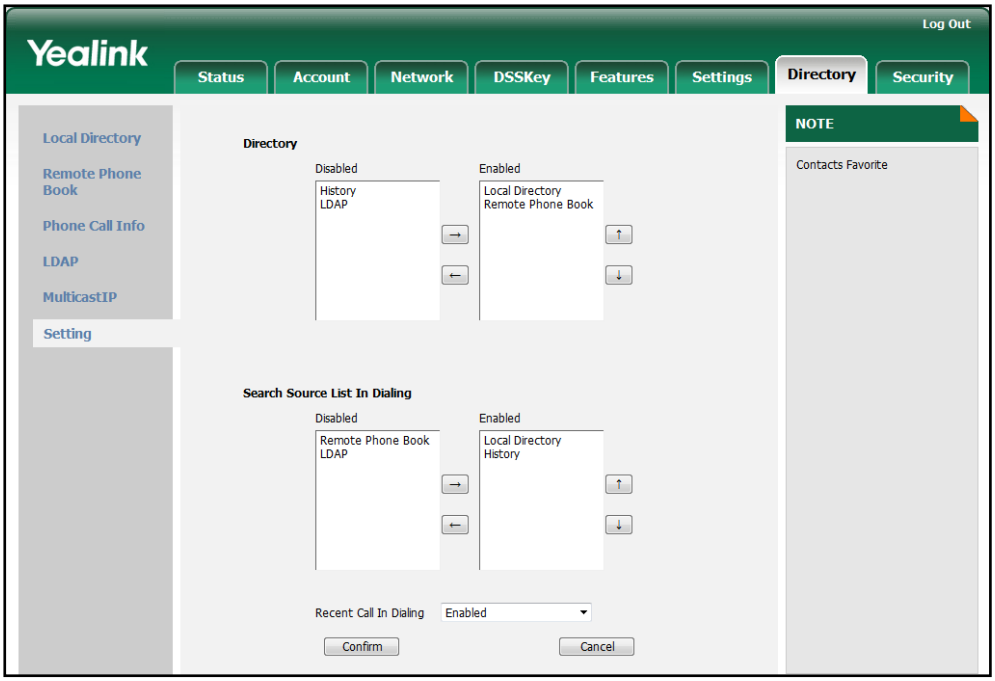
Recent Call In Dialing

You can view the placed calls list when the phone is in the dialing interface. You should enable the recent call in dialing feature in advance.

To enable the recent call in dialing feature via web user interface:

1. Click on **Directory->Setting**.

2. Select **Enabled** from the pull-down list of **Recent Call In Dialing**.



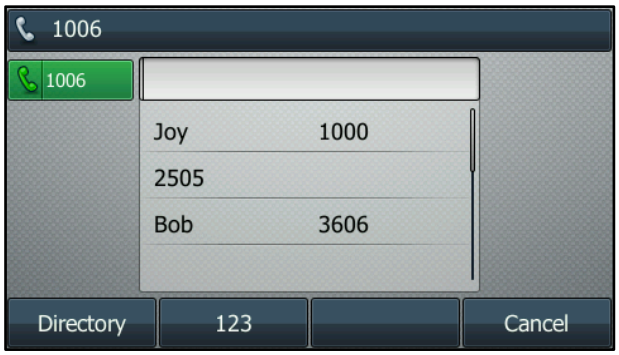
3. Click **Confirm** to accept the change.

Note You can enable the recent call in dialing feature via web user interface only.

To view place calls list when the phone is in the dialing interface:

1. Pick up the handset, press the speakerphone or press the line key.

   The phone LCD screen displays the placed calls list.

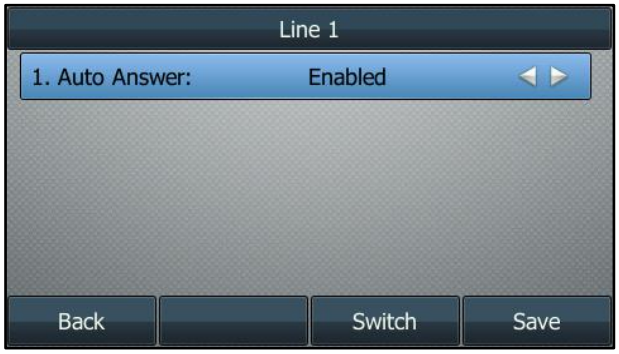


Auto Answer

You can enable the auto answer feature for a line. You can use the auto answer feature to allow the phone to automatically answer an incoming call on the line.

To configure auto answer via phone user interface:

1. Press **Menu**->**Call Feature**->**Auto Answer**.
2. Select the desired line and then press the **Enter** soft key.
3. Press or , or the **Switch** soft key to select **Enabled** from the **Auto Answer** field.



4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

   The icon appears on the LCD screen.

You can also configure auto answer via web user interface at the path **Account**->**Basic**.

Note The auto answer feature is not applicable to answer another incoming call automatically when there is an active call on the phone.

Auto Redial

You can enable the auto redial feature to redial the phone number automatically when the called party is busy. You can also configure the times of the auto redial and the time to wait between redial attempts.

To configure auto redial via phone user interface:

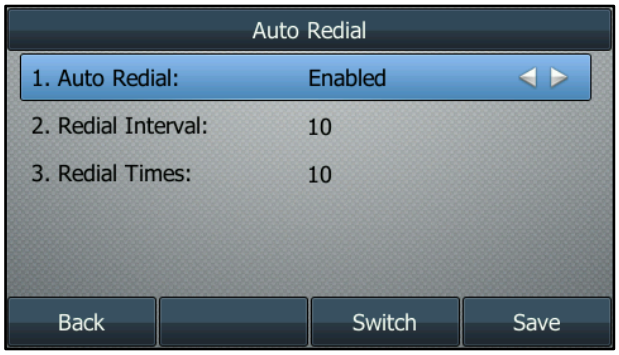
1. Press **Menu**->**Call Feature**->**Others**->**Auto Redial.**
2. Press or , or the **Switch** soft key to select **Enabled** from the **Auto Redial** field.

3. Enter the desired time (in seconds) in the **Redial Interval** field.

   The default time interval (in seconds) is 10.

4. Enter the desired times in the **Redial Times** field.

   The default times are 10.



5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also configure auto redial via web user interface at the path **Features->General Information**.

To use auto redial:

When the called party is busy, the following prompt will appear on the LCD screen of the phone:

1. Press the **OK** soft key to activate auto redial. The following prompt will appear on the LCD screen of the phone:

2. Wait for a period of time or press the **OK** soft key to redial the phone number.

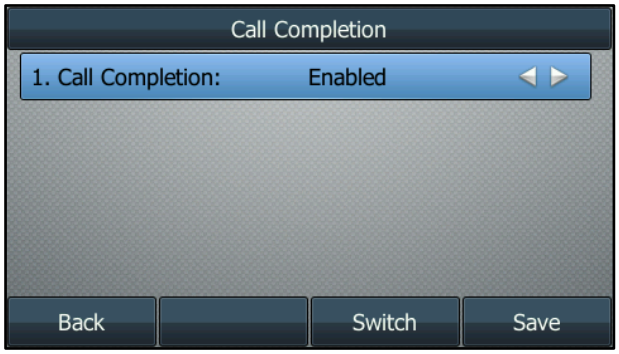
The phone will retry as many times as you configured until the called party is idle.

Call Completion

You can use the call completion feature to notify the caller who failed to reach a desired callee when the callee becomes available to receive a call.

To configure call completion via phone user interface:

1. Press **Menu**->**Call Feature**->**Others**->**Call Completion**.
2. Press ◄ or ► , or the **Switch** soft key to select **Enabled** from the **Call Completion** field.

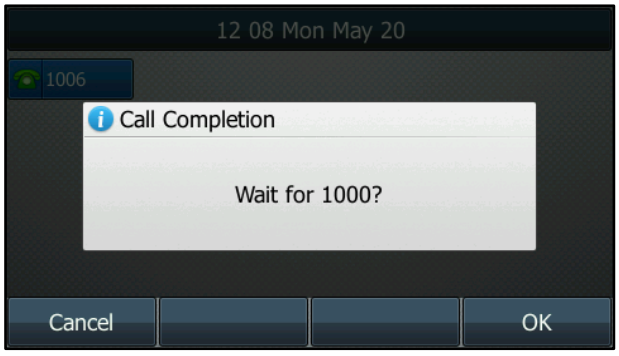


3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also configure call completion via web user interface at the path **Features**->**General Information**.

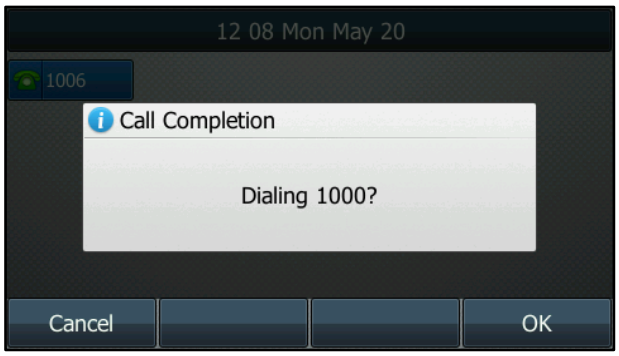
To use call completion:

When the called party is busy, the following prompt will appear on the LCD screen of the phone:



1. Press the **OK** soft key, the phone returns to the idle screen and call completion is activated.

2. When the called party becomes idle, the following prompt appears on the LCD screen of the phone:



3. Press the **OK** soft key to redial the number.

Note The call completion feature is not available on all servers. For more information, contact your system administrator.

Call Return

You can press a call return key to place a call back to the last incoming call.

To configure a call return key via phone user interface:

1. Press **Menu**->**Call Feature**->**DSS Keys**.
2. Select a desired DSS key.
3. Press ◄ or ►, or the **Switch** soft key to select **Key Event** from the **Type** field.
4. Press ◄ or ►, or the **Switch** soft key to select **Call Return** from the **Key Event** field.
5. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.

6. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also configure a call return key via web user interface at the path **DSSKey**->**Line key**.

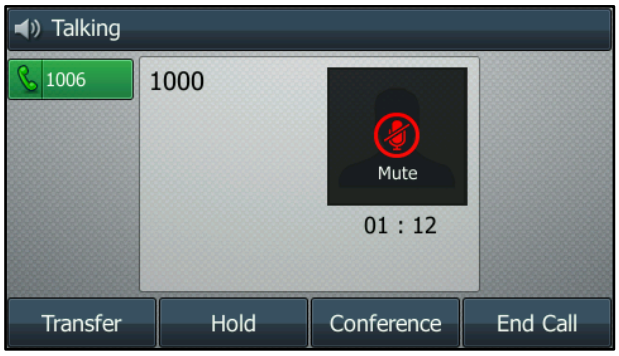
Call Mute

You can mute the microphone of the active audio device during an active call, and then the other party cannot hear you.

To mute a call:

1. Press during an active call.

   The phone LCD screen indicates that the call is on mute. The Mute key LED illuminates solid red when the call is on mute.



To un-mute a call:

1. Press again to un-mute the call.

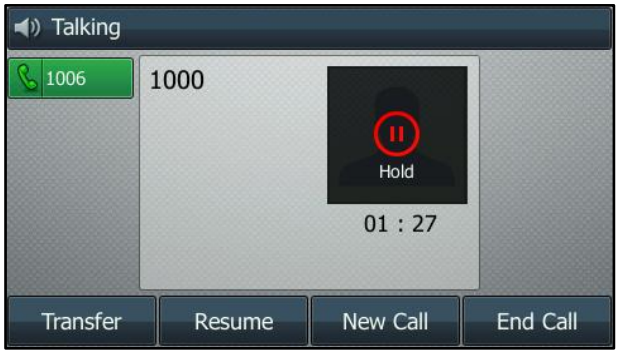
Call Hold/Resume

You can place an active call on hold. At any time, at most one active call can be in progress on your phone, other calls can be received and made while placing the original call on hold. When placing a call on hold, your IP PBX might play a melody or message to the other party while waiting.

To place a call on hold:

1. Press or the **Hold** soft key during a call.

The phone LCD screen shows the call is on hold and the line key LED flashes green.



Note The phone will beep softly every 30 seconds to remind you that you still have a call on hold.

To resume a held call:

1. Press or the **Resume** soft key.

Multiple Calls on Hold:

If multiple calls are placed on hold, press or to switch between the calls, and then press the **Resume** soft key to retrieve the desired call.

If more than two calls are on hold, an indication appears on the LCD screen, for example "2/4", indicating that this is the second call out of four calls.

If multiple calls are on hold on more than one line keys, you can view the details of the calls by pressing the corresponding line key, and then press the **Resume** soft key to retrieve the call.

Do Not Disturb (DND)

You can use the DND feature to reject the incoming calls automatically on the phone and the callers can hear a busy signal or a message depending on your server.

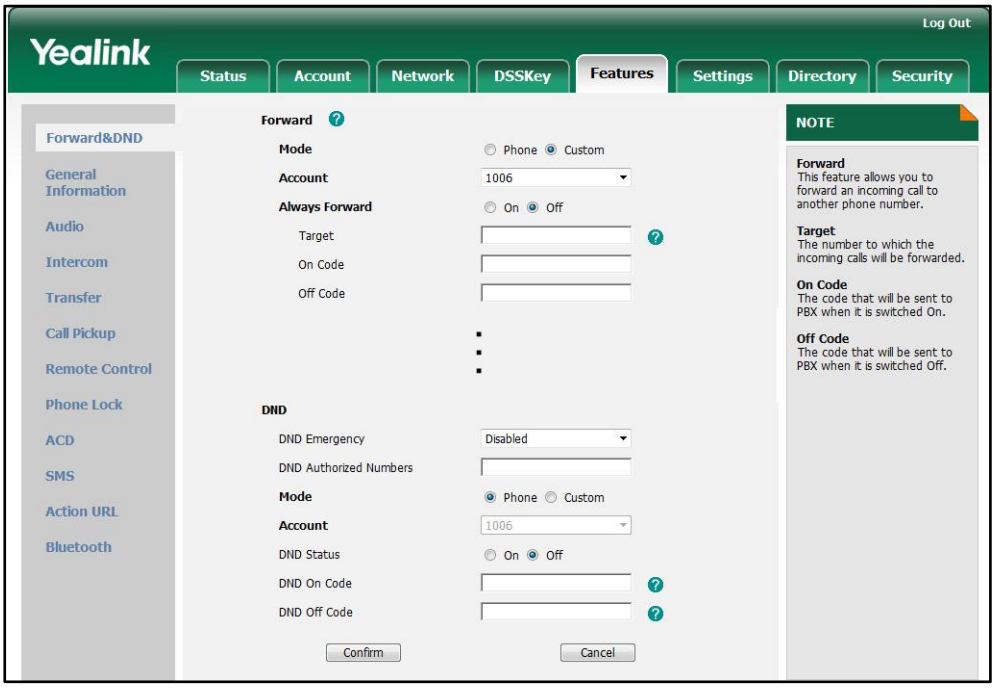
You can enable/disable the DND feature for the phone system, or you can customize the DND feature for each account or all accounts. The following describes the DND modes:

- **Phone** (default): DND in phone mode means that the DND feature is effective for the phone system.
- **Custom**: DND in custom mode means that you can configure the DND feature for each account or all accounts.

You can also configure the phone to receive incoming calls from some specific numbers when the DND feature is enabled.

To configure the DND mode via web user interface:

1. Click on **Features**->**Forward & DND**.
2. In the **DND** block, mark the desired radio box in the **Mode** field.



3. Click **Confirm** to accept the change.

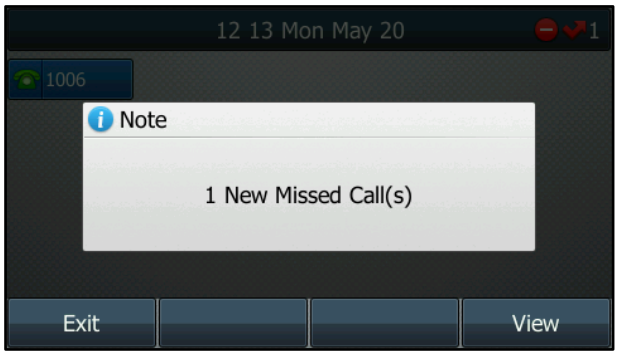
Note You can configure the DND mode via web user interface only.

To activate DND in phone mode:

1. Press the **DND** soft key when the phone is idle.

   The icon on the idle screen indicates that the DND feature is enabled.

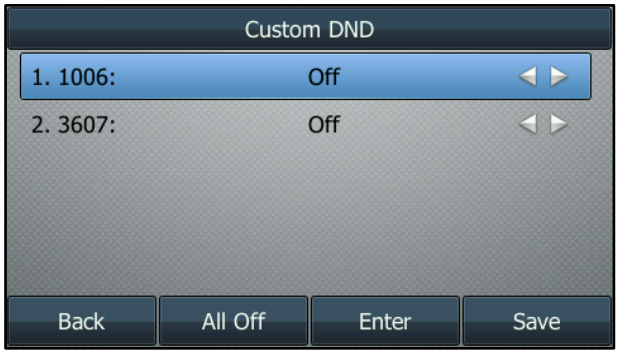
   Incoming calls will be rejected automatically and "**n New Missed Call(s)**" ("n" indicates the number of the missed calls) will prompt on the LCD screen.



To activate DND in custom mode for a specific account:

1. Press the **DND** soft key when the phone is idle.

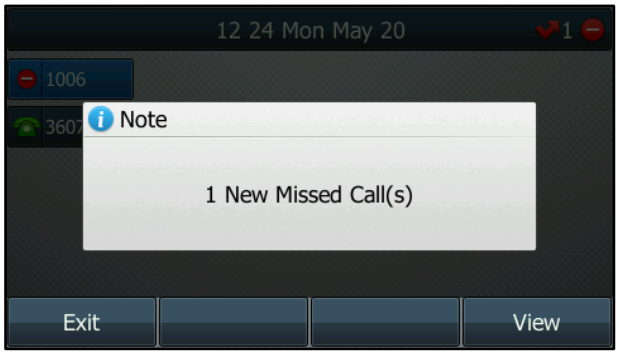
The LCD screen displays a list of the accounts on the phone.



2. Press or to select the desired account.
3. Press or soft key to select **On** to activate DND.
4. Press the **Save** soft key to accept the change.

   The icon appears on the idle screen and the specific line icon changes to icon .

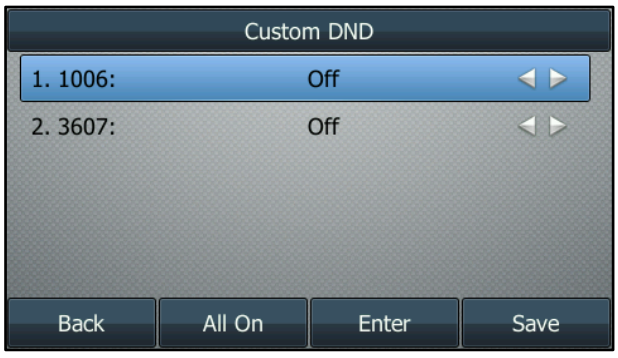
   Incoming calls on the specific line will be rejected automatically and "**n New Missed Call(s)**" ("n" indicates the number of the missed calls) will prompt on the LCD screen.



To activate DND in custom mode for all accounts:

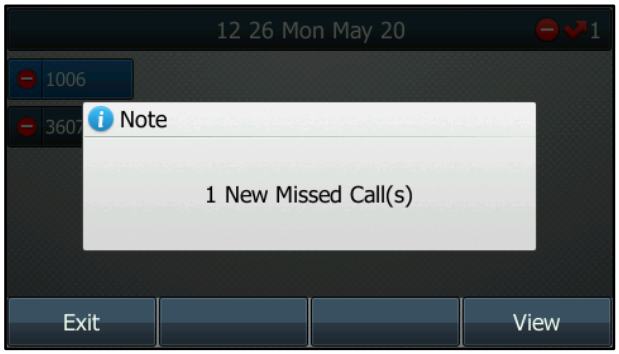
1. Press the **DND** soft key when the phone is idle.

   The LCD screen displays a list of the accounts on the phone.



2. Press the **All On** soft key to activate DND for all accounts.
3. Press the **Save** soft key to accept the change.

The icon appears on the idle screen and all the line icons change to icon . Incoming calls will be rejected automatically and "**n New Missed Call(s)**" ("n" indicates the number of the missed calls) will prompt on the LCD screen.



Note

The prompt message displays only if the Missed Call Log feature for the line is enabled. The Missed Call Log feature can be configured via web user interface at the path **Account->Basic**.

The Do Not Disturb feature is local to the phone, and may be overridden by the server settings. For more information, contact your system administrator.

To configure the DND authorized numbers via web user interface:

1. Click on **Features**->**Forward & DND**.
2. Select **Enabled** from the pull-down list of **DND Emergency**.
3. Enter the numbers in the **DND Authorized Numbers** field.

   For multiple numbers, enter a "," between each number.
4. Click **Confirm** to accept the change.

When the DND feature is enabled on the phone, the phone can still receive the incoming call from the numbers specified in the **DND Authorized Numbers** field.

Call Forward

You can configure your phone to forward incoming calls to another party by the static forwarding. You can also forward calls while your phone is ringing, refer to the dynamic forwarding.

Static Forwarding

You can configure three types of call forward:

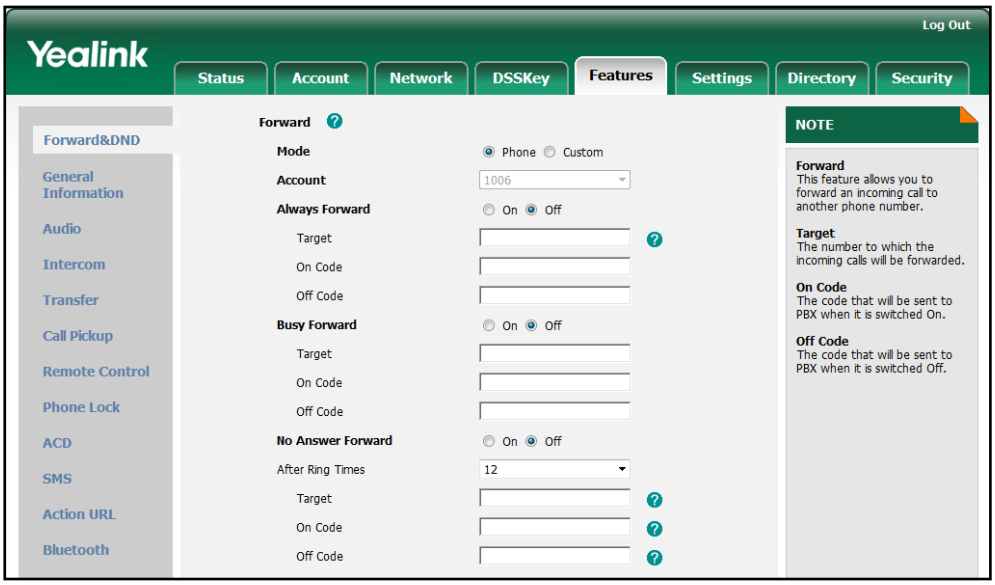
- **Always Forward**: Incoming calls are immediately forwarded.
- **Busy Forward**: Incoming calls are immediately forwarded if the phone is busy.
- **No Answer Forward**: Incoming calls are forwarded if not answered after a period of time.

You can enable/disable the call forward feature for the phone system, or you can customize the call forward feature for each account or all accounts. The following describes the call forward modes:

- **Phone:** Call forward in phone mode means that the call forward feature is effective for the phone system.
- **Custom:** Call forward in custom mode means that you can configure the call forward feature for each account or all accounts.

To configure the call forward mode via web user interface:

1. Click on **Features**->**Forward & DND**.
2. In the **Forward** block, mark the desired radio box in the **Mode** field.



3. Click **Confirm** to accept the change.

Note You can configure the call forward mode via web user interface only.

To enable call forward in phone mode:

1. Press **Menu**->**Call Feature**->**Call Forward**.
2. Press (▲) or (▼) to select the desired forwarding type, and then press the **Enter** soft key.
3. Depending on your selection:

   a.) If you select **Always Forward**:

   1) Press (◄) or (►), or the **Switch** soft key to select **Enabled** from the **Always Forward** field.

   2) Enter the destination number you want to forward all incoming calls to in the **Target** field.

3) (Optional.) Enter the always forward on code or off code respectively in the **On Code** or **Off Code** field.

b.) If you select **Busy Forward:**

1) Press ◄ or ► , or the **Switch** soft key to select **Enabled** from the **Busy Forward** field.

2) Enter the destination number you want to forward all incoming calls to when the phone is busy in the **Target** field.

3) (Optional.) Enter the busy forward on code or off code respectively in the **On Code** or **Off Code** field.

c.) If you select **No Answer Forward**:

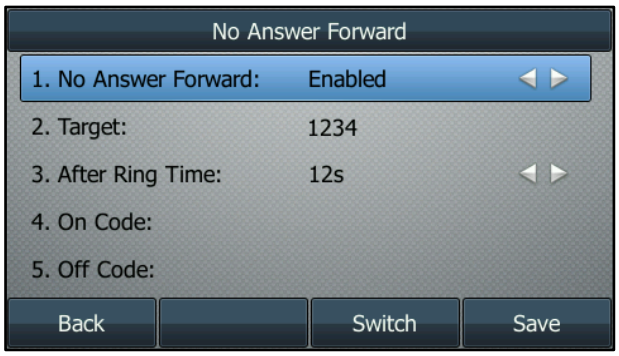
1) Press ◄ or ► , or the **Switch** soft key to select **Enabled** from the **No Answer Forward** field.

2) Enter the destination number you want to forward all unanswered incoming calls to in the **Target** field.

3) Press ◄ or ► , or the **Switch** soft key to select the ring time to wait before forwarding in the **After Ring Time** field.

The default ring time is 12 seconds.

4) (Optional.) Enter the no answer forward on code or off code respectively in the **On Code** or **Off Code** field.



4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

   The icon on the idle screen indicates the call forward is enabled.

To enable call forward in custom mode:

1. Press **Menu**->**Call Feature**->**Call Forward**.
2. Press or to select the desired account, and then press the **Enter** soft key.
3. Press or to select the desired forwarding type, and then press the **Enter** soft key.
4. Depending on your selection:

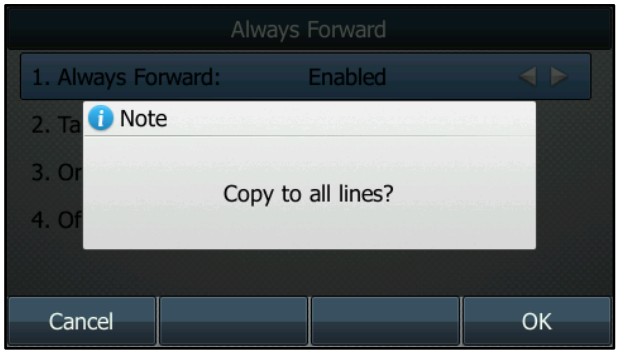
   a.) If you select **Always Forward**, you can enable it for a specific account.

   1) Press or , or the **Switch** soft key to select **Enabled** from the **Always Forward** field.
   2) Enter the destination number you want to forward all incoming calls to in the **Target** field.
   3) (Optional.) Enter the always forward on code or off code respectively in the **On Code** or **Off Code** field.

   You can also enable the always forward for all accounts. After the always forward was enabled for a specific account, do as below:

   1) Press or to highlight the **Always Forward** field.
   2) Press the **All Lines** soft key.

The LCD screen prompts "Copy to all lines?".



3) Press the **OK** soft key to accept the change or the **Cancel** soft key to cancel.

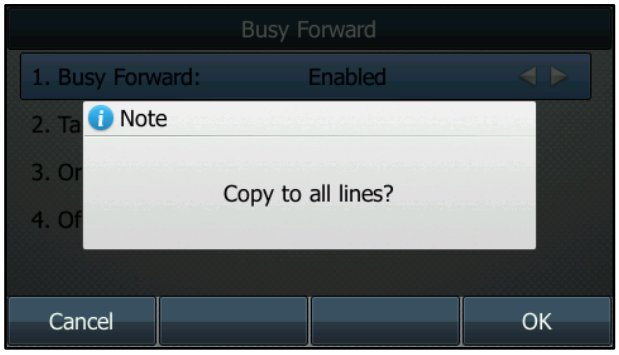
b.) If you select **Busy Forward**, you can enable it for a specific account.

1) Press ◄ or ►, or the **Switch** soft key to select **Enabled** from the **Busy Forward** field.
2) Enter the destination number you want to forward all incoming calls to when the phone is busy in the **Target** field.
3) (Optional.) Enter the busy forward on code or off code respectively in the **On Code** or **Off Code** field.

You can also enable the busy forward for all accounts. After the busy forward was enabled for a specific account, do as below:

1) Press ▲ or ▼ to highlight the **Busy Forward** field.
2) Press the **All Lines** soft key.

The LCD screen prompts "Copy to all lines?".

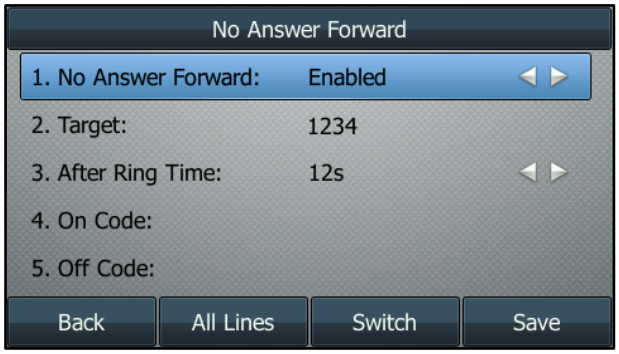


3) Press the **OK** soft key to accept the change or the **Cancel** soft key to cancel.

c.) If you select **No Answer Forward**, you can enable it for a specific account.

1) Press ◄ or ► , or the **Switch** soft key to select **Enabled** from the **No Answer Forward** field.
2) Enter the destination number you want to forward all unanswered incoming calls to in the **Target** field.
3) Press ◄ or ► , or the **Switch** soft key to select the ring time to wait before forwarding in the **After Ring Time** field.

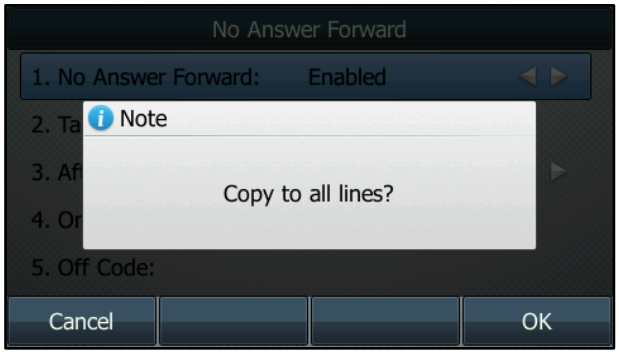
   The default ring time is 12 seconds.
4) (Optional.) Enter the no answer forward on code or off code respectively in the **On Code** or **Off Code** field.



You can also enable the no answer forward for all accounts. After the no answer forward was enabled for a specific account, do as below:

1) Press ▲ or ▼ to highlight the **No Answer Forward** field.
2) Press the **All Lines** soft key.

The LCD screen prompts "Copy to all lines?".



3) Press the **OK** soft key to accept the change or the **Cancel** soft key to cancel.

5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

The icon appears on the idle screen and a specific line icon or all the line icons change to .

You can also configure forward feature via web user interface at the path **Features->Forward & DND**.

Note

You can also enter the SIP URL or IP address in the **Target** field. For more information on using the SIP URL or IP address, refer to Placing Calls on page 77.

Call forward feature is local to the phone, and may be overridden by the server settings. Call forward on code or off code may be different between servers. For more information, contact your system administrator.

To disable call forward in phone mode:

Do one of the following:

- Press when the phone is idle.
- Press **Menu->Call Feature->Call Forward**.

  Press or to select the desired forwarding type, then press the **Enter** soft key.

  Press or , or the **Switch** soft key to select **Disabled** to disable the call forward.

  Press the **Save** soft key to accept the change.

To disable call forward in custom mode for a specific account:

1. Press **Menu->Call Feature->Call Forward** or press when the phone is idle.
2. Press or to select the desired account, then press the **Enter** soft key.
3. Press or to select the desired forwarding type, then press the **Enter** soft key.
4. Press or , or the **Switch** soft key to select **Disabled** to disable the call

forward.

5. Press the **Save** soft key to accept the change.

Dynamic Forwarding

To forward an incoming call to another party:

1. When the phone is ringing, press the **Forward** soft key.
2. Enter the number you want to forward the incoming call to.

3. Press OK, #SEND, or the **Send** soft key.

   The LCD screen prompts a call forward message.

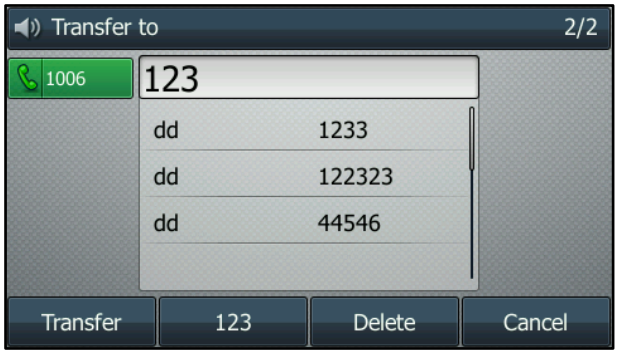
Call Transfer

You can transfer a call to another party in one of the three ways:

- **Blind Transfer**: Transfer a call directly to another party without consulting.
- **Semi-Attended Transfer**: Transfer a call when the target phone is ringing.
- **Attended Transfer**: Transfer a call with prior consulting.

To perform a blind transfer:

1. Press or the **Transfer** soft key during a call.
2. Enter the number you want to transfer the call to.



3. Press or the **Transfer** soft key to complete the transfer.

Then the call is connected to the number to which you are transferring.

To perform a semi-attended transfer:

1. Press or the **Transfer** soft key during a call.
2. Enter the number you want to transfer the call to.
3. Press or to dial out.
4. Press or the **Transfer** soft key to complete the transfer when receiving ringback.

To perform an attended transfer:

1. Press or the **Transfer** soft key during a call.
2. Enter the number you want to transfer the call to.
3. Press or to dial out.
4. After the party answers the call, press or the **Transfer** soft key to complete the transfer.

If you are using a handset, the transfer can be completed by hanging up the handset.

You can cancel the transfer before the call is connected by pressing the **Cancel** soft key.

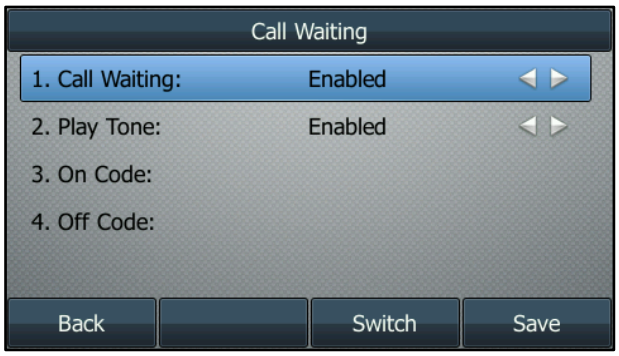
Call Waiting

You can enable or disable the call waiting feature on the phone. If the call waiting feature is enabled, you can receive another call when there is an active call on the phone. Otherwise, another incoming call is automatically rejected by the phone with a busy message when there is an active call on the phone. You can also enable or disable the phone to play a warning tone when receiving another call.

To configure call waiting via phone user interface:

1. Press **Menu**->**Call Feature**->**Call Waiting**.
2. Press or , or the **Switch** soft key to select **Enabled** from the **Call Waiting** field.
3. Press or , or the **Switch** soft key to select **Enabled** from the **Play Tone** field.

4. (Optional.) Enter the call waiting on code or off code respectively in the **On Code** or **Off Code** field.



5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also configure the call waiting feature via web user interface at the path **Features->General Information**.

Conference

You can create a conference with two parties using the phone's local conference feature. You can create a conference between an active call and a call on hold by pressing the **Conference** soft key. The network conference feature also allows you to add and remove specific conference parties.

Note The network conference feature is not available on all servers. For more information, contact your system administrator.

Local Conference

The SIP-T46G IP phone supports up to 3 parties (including yourself) in a conference call. This is called Local Conference and is the default method of conference.

To set up a local conference call:

1. Place a call to the first party.
2. When the first party answers the call, press the **Conference** soft key to place a new call.

   The active call is placed on hold.
3. Enter the number of the second party and press OK , #SEND , or the **Send** soft key.

4. When the second party answers the call, press the **Conference** soft key again to join all parties in the conference.

To join two calls in a conference:

1. Place two calls using two different accounts on the phone (for example, place the first call using account 1, and then place the second call using account 2).
2. Press ⏶ or ⏷ to select the call for conference and make sure the call is active (for example, select the call on account 1).
3. Press the **Conference** soft key to join the two calls in the conference on account 1.

During the conference call, you can do the following:

- Press or the **Hold** soft key to place the conference on hold.
- Press the **Split** soft key to split the conference call into some individual calls.
- Press the **Manage** soft key, and then press ⏶ or ⏷ to select the desired party.
  - Press the **Far Mute** soft key to forbid the party speaking.
  - Press the **Remove** soft key to remove the party from the conference call.
  - Press the **Back** soft key to return to the previous interface.
- Press to mute the conference call.
- Press the **End Call** soft key to drop the conference call.

Network Conference

You can use network conference feature on the SIP-T46G IP phone to conduct a conference with multiple participants.

This feature allows you to perform the following:

- Join two calls together into a conference call.
- Invite another party into an active conference call.

To use this feature, contact your system administrator for the network conference-URI in advance, and configure the network conference via web user interface:

1. Click on **Account->Advanced**.

2. Select the desired conference type from the pull-down list of **Conference Type**.
3. Enter the conference URI (e.g., conference@example.com) in the **Conference URI** field.
4. Click **Confirm** to accept the change.

To set up a network conference call:

1. Place a call to the first party.
2. Press the **Conference** soft key to create a new call.

   The active call is placed on hold.
3. Enter the number of the second party and press OK , #SEND , or the **Send** soft key.
4. When the second party answers the call, press the **Conference** soft key to add the second party to the conference.
5. Press the **Conference** soft key to create a new call.

   The conference is placed on hold.
6. Enter the number of the new party and then press OK , #SEND , or the **Send** soft key.
7. When the new party answers the call, press the **Conference** soft key to add the new party to the conference.
8. Repeat steps 5 to 7 until you have added all intended parties.

The procedures to set up a network conference call for specific servers may be different from introduced above. Contact your system administrator for more information.

Call Park

You can use call park feature to place a call on hold, and then retrieve the call from another phone in the system (for example, a phone in another office or conference room). You can park an active call by pressing the call park key on the phone. If the call is parked successfully, the response is either a voice prompt confirming that the call was parked, or a visible indication on the LCD screen.

Note Call Park feature is not available on all servers. Contact your system administrator for more information.

To configure a call park key via phone user interface:

1. Press **Menu->Call Feature->DSS Keys**.
2. Select the desired DSS key.
3. Press ◄ or ► , or the **Switch** soft key to select **Key Event** from the **Type** field.
4. Press ◄ or ► , or the **Switch** soft key to select **Call Park** from the **Key Event** field.
5. Press ◄ or ► , or the **Switch** soft key to select the desired line from the **Account ID** field.

6. Enter the call park feature code (contact your system administrator for it) in the **Value** field.
7. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.

8. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also configure a call park key via web user interface at the path **DSSKey->Line Key**.

To use the call park feature:

1. User on phone A places a call to phone B.
2. User on phone A wants to take the call in a conference room for privacy, then presses the call park key on phone A.
3. User on phone A walks to an available conference room where the phone is designated as phone C. The user dials the call park retrieve feature code to retrieve the parked call.

   The system establishes call between phone C and B.

Note

The call park feature code and call park retrieve feature code are predefined on the system server. Contact your system administrator for more information.

If the parked call is not retrieved within a period of time assigned by the system, the phone performing call park feature will receive call back.

Call Pickup

You can use call pickup feature to answer someone else's incoming call on the phone. The SIP-T46G IP phone supports the directed call pickup and group call pickup features. Directed call pickup is used for picking up a call that is ringing at a specific phone number. Group call pickup is used for picking up a call that is ringing at any phone number in the group. The pickup group should be predefined, contact your system administrator for more information.

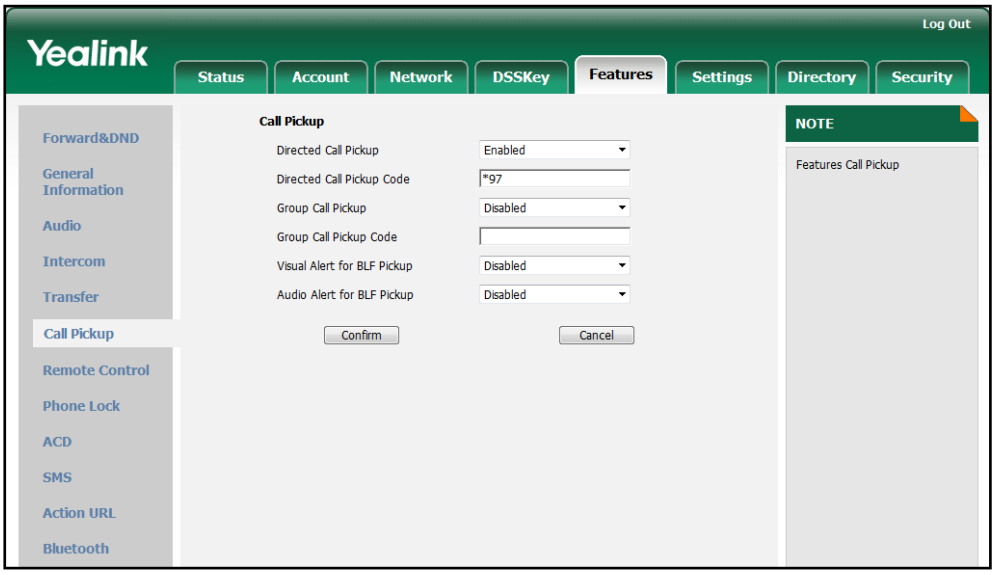
You can configure the phone to pick up an incoming call by using the **DPickup/GPickup** soft key. To use the call pickup feature, you need to configure the call pickup code beforehand on a global or per-line basis via web user interface.

Note If there are many incoming calls at the same time, pressing the **GPickup** soft key on the phone will pick up the call that rings first.

Directed Call Pickup

To enable the directed call pickup via web user interface:

1. Click on **Features**->**Call Pickup**.
2. Select **Enabled** from the pull-down list of **Directed Call Pickup**.
3. Enter the directed call pickup code in the **Directed Call Pickup Code** field.



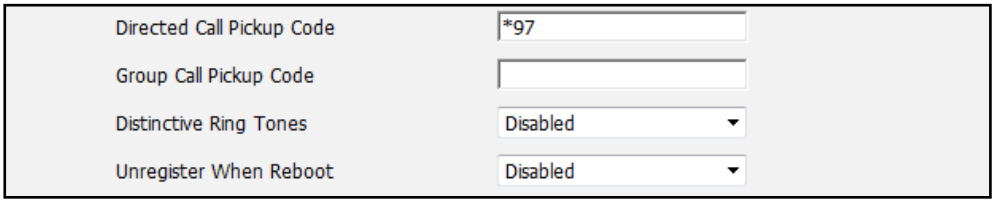
4. Click **Confirm** to accept the change.

Note The directed pickup code above is configured on a global, which applies to all accounts.

To configure the directed call pickup code on a per-line basis via web user interface:

1. Click on **Account**.
2. Select the desired account from the pull-down list of **Account**.
3. Click on **Advanced**.

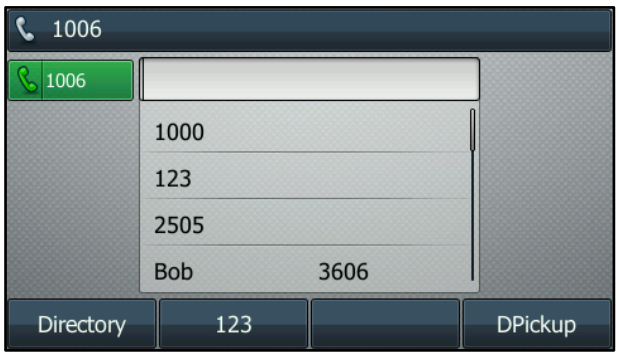
4. Enter the directed call pickup code in the **Directed Call Pickup Code** field.



5. Click **Confirm** to accept the change.

To pick up a call directly:

1. Pick up the handset.
2. The **DPickup** soft key appears on the LCD screen.



3. Press the **DPickup** soft key on your phone when a phone receives an incoming call.
4. Enter the phone number which receives an incoming call.
5. Press the **DPickup** soft key again.

   The call is answered on your phone.

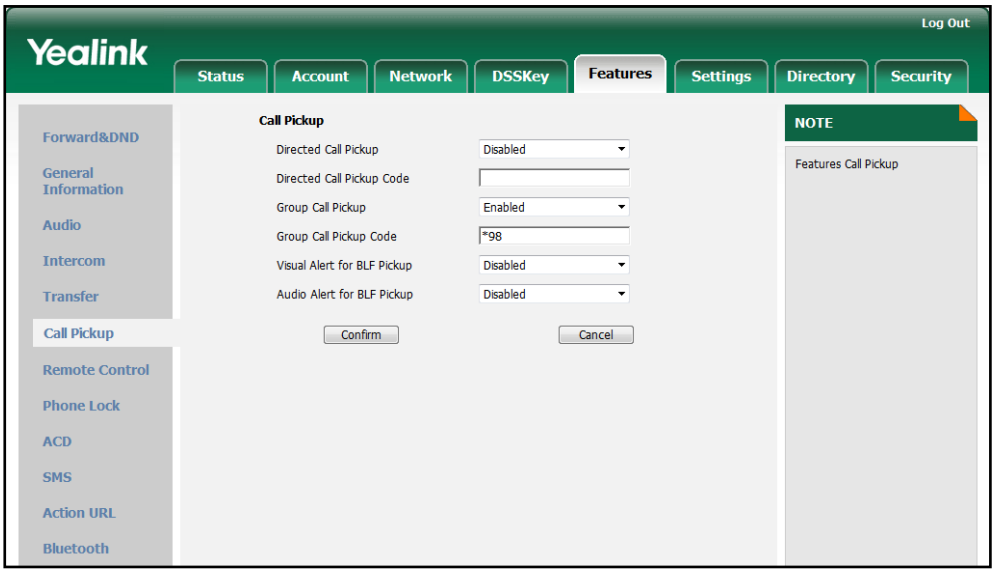
You can also configure a DSS key as a directed pickup key via phone user interface or web user interface. You can pick up a call by pressing the directed pickup key directly.

Group Call Pickup

To enable the group call pickup via web user interface:

1. Click on **Features**->**Call Pickup**.
2. Select **Enabled** from the pull-down list of **Group Call Pickup**.

3. Enter the group call pickup code in the **Group Call Pickup Code** field.

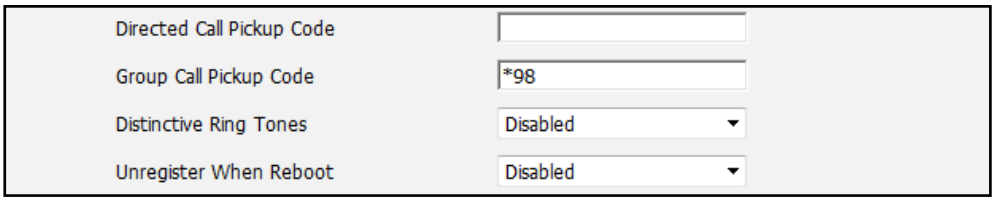


4. Click **Confirm** to accept the change.

Note The group pickup code above is configured on a global, which applies to all accounts.

To configure the group call pickup code on a per-line basis via web user interface:

1. Click on **Account**.
2. Select the desired account from the pull-down list of **Account**.
3. Click on **Advanced**.
4. Enter the group call pickup code in the **Group Call Pickup Code** field.

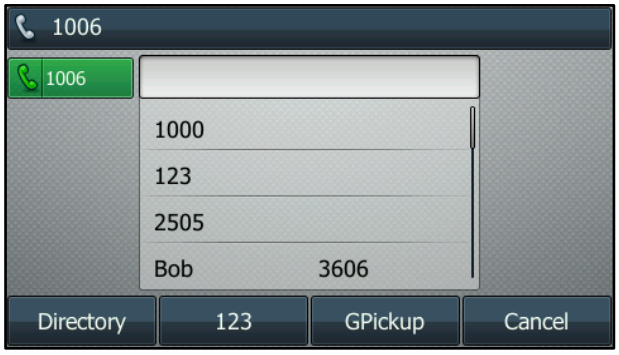


5. Click **Confirm** to accept the change.

To pick up a call in the group:

1. Pick up the handset.

2. The **GPickup** soft key appears on the LCD screen.



3. Press the **GPickup** soft key on your phone when a phone in the group receives an incoming call.

   The call is answered on your phone.

You can also configure a DSS key as group pickup key via phone user interface or web user interface. You can pick up a call by pressing the group pickup key directly.

Note

The directed call pickup code and group call pickup code are predefined on the system server. Contact your system administrator for more information.

The call pickup code configured on a per-line basis takes precedence over that configured on a global.

Anonymous Call

You can use anonymous call feature to block the identity and phone number from showing up to the called party when you call someone. For example, you want to call to consult some of the services, but you don't want to be harassed. Anonymous call is configurable on a per-account basis.

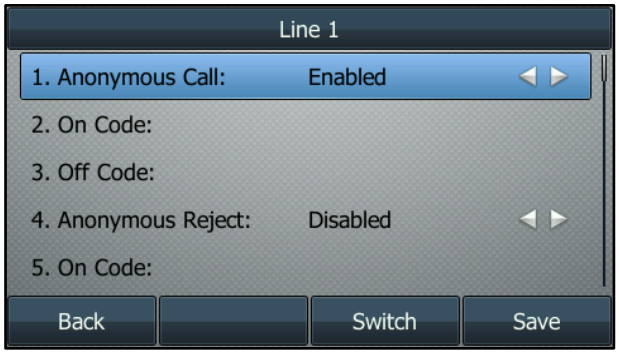
Note

The anonymous call feature is not available on all servers. Contact your system administrator for the anonymous call on code and off code.

To configure anonymous call via phone user interface:

1. Press **Menu**->**Call Feature**->**Anonymous**.
2. Select the desired line and then press **Enter** soft key.
3. Press ◄ or ►, or the **Switch** soft key to select **Enabled** from the **Anonymous Call** field.
4. (Optional.) Enter the anonymous call on code in the **On Code** field.

5. (Optional.) Enter the anonymous call off code in the **Off Code** field.



6. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also configure anonymous call via web user interface at the path **Account->Basic**.

To place an anonymous call:

1. Using the specific line on the phone to place a call to phone B.

   The LCD screen of phone B prompts an incoming call from anonymity.

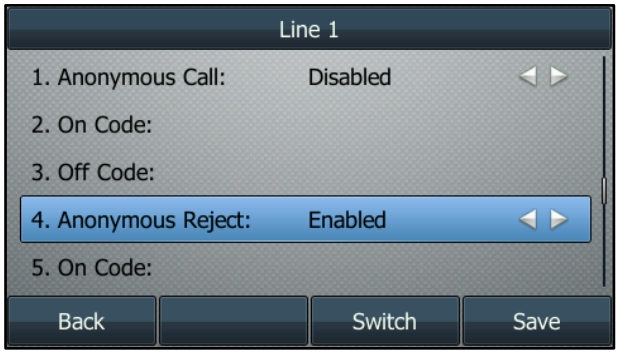
Anonymous Call Rejection

You can use anonymous call rejection feature to reject incoming calls from anonymous callers. Anonymous call rejection automatically rejects incoming calls from callers who deliberately block their identities and numbers from showing up. Anonymous call rejection is configurable on a per-account basis.

To configure anonymous call rejection via phone user interface:

1. Press **Menu->Call Feature->Anonymous**.
2. Select the desired line and then press **Enter** soft key.
3. Press (up) or (down) to scroll to the **Anonymous Reject** field.
4. Press (left) or (right), or the **Switch** soft key to select **Enabled** from the **Anonymous Reject** field.
5. (Optional.) Enter the anonymous call rejection on code in the **On Code** field.

6. (Optional.) Enter the anonymous call rejection off code in the **Off Code** field.



7. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also configure anonymous call rejection via web user interface at the path **Account->Basic**.

Advanced Phone Features

This chapter provides operating instructions for the advanced features of the SIP-T46G IP phone. The topics include:

- Busy Lamp Field (BLF)
- Call Recording
- Hot Desking
- Intercom
- Multicast Paging
- Music on Hold
- Automatic Call Distribution (ACD)
- Messages

If you require additional information or assistance with your new phone, contact your system administrator.

Busy Lamp Field (BLF)

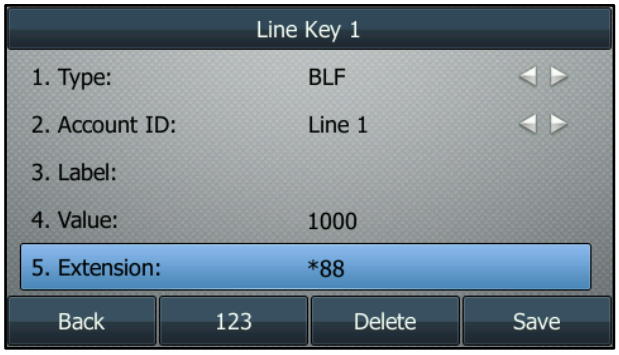
You can use the BLF feature to monitor a specific user for status changes on the phone. For example, you can configure a BLF key on the phone for monitoring the status of a friend's phone (busy or idle). When the friend makes a call, the BLF key (line key) LED illuminates solid red on your phone to indicate that the friend's phone is in use and busy. For more BLF key LED indications, refer to LED Instructions on page 5.

You can press a BLF key to dial out the monitored phone number when the monitored phone is idle. You can receive a visual alert and an audio alert when the monitored phone number receives an incoming call. You can also pick up a call directly by pressing the BLF key when the monitored phone number receives an incoming call. For more information, contact your system administrator.

To configure a BLF key via phone user interface:

1. Press **Menu**->**Call Feature**->**DSS Keys**.
2. Select the desired DSS key.
3. Press ◄ or ►, or the **Switch** soft key to select **BLF** from the **Type** field.
4. Press ◄ or ►, or the **Switch** soft key to select the desired line from the **Account ID** field.
5. Enter the phone number or extension you want to monitor in the **Value** field.
6. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.

7. (Optional.) Enter the pickup code in the **Extension** field.



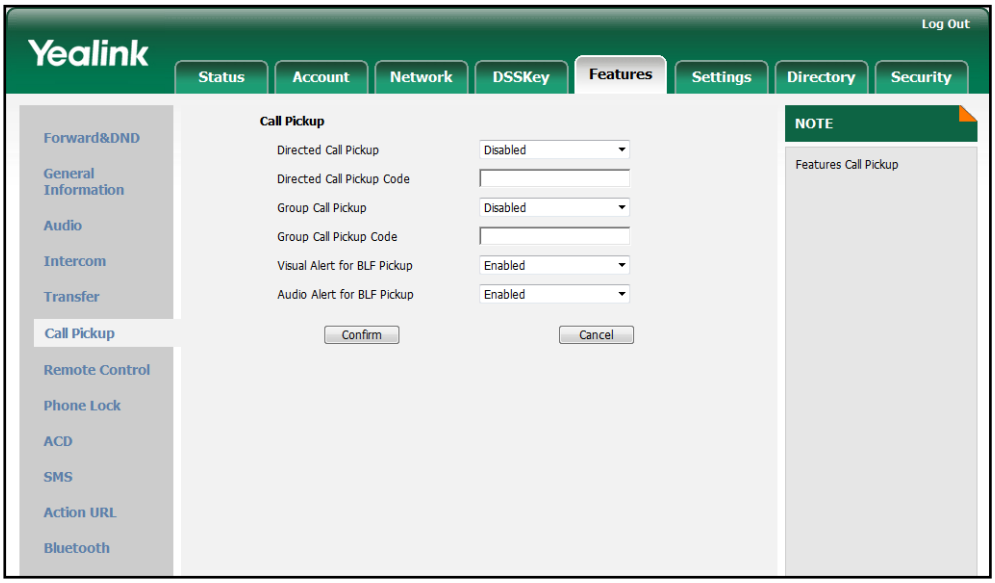
8. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also configure the BLF key via web user interface at the path **DSSKey->Line Key**.

You can enable audio alert for BLF pickup feature on the phone. This allows the monitoring phone to play a warning tone, when the monitored phone number receives an incoming call. You can also enable visual alert for BLF pickup feature on the phone. This allows the LCD screen of the monitoring phone to display the caller ID, when the monitored phone number receives an incoming call.

To enable the visual and audio alert feature via web user interface:

1. Click on **Features->Call Pickup**.
2. Select **Enabled** from the pull-down list of **Visual Alert for BLF Pickup**.
3. Select **Enabled** from the pull-down list of **Audio Alert for BLF Pickup**.



4. Click **Confirm** to accept the change.

When the monitored phone number receives an incoming call, the following occurs on the monitoring phone:

- The phone plays a warning tone (if enabled).
- The BLF key LED flashes red.
- The caller ID appears on the LCD screen (if enabled).

In the following figure, the phone LCD screen shows an incoming call from 3606 on the monitored line.

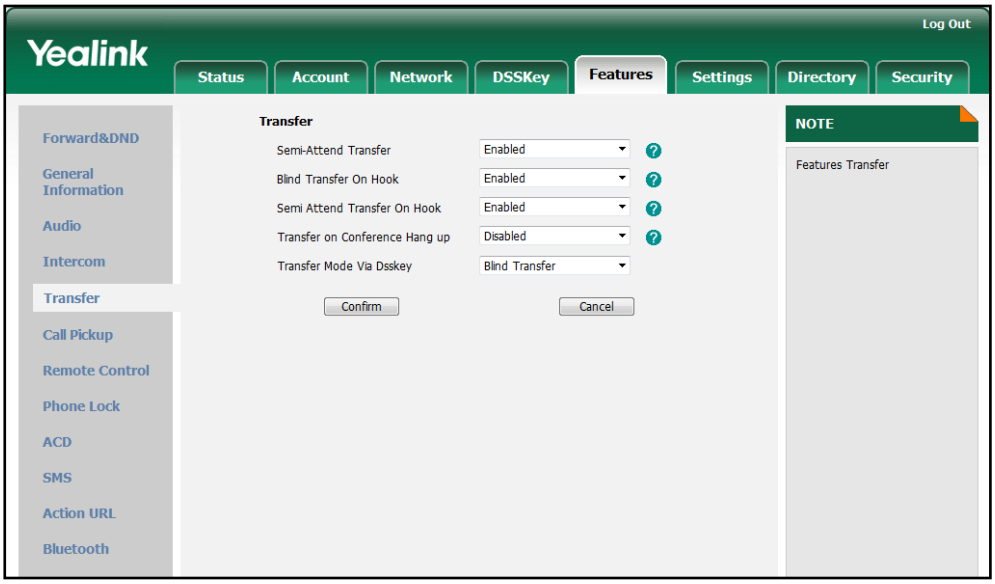
Note If your phone is locked and the type of the keypad lock is set to be **Function Keys** or **All keys**, you cannot use the **Pickup**, **Dial**, **NewCall** and **Cancel** soft keys appear in the figure above until unlocked.

When there is an active call on the IP phone, you can transfer the active call to the monitored phone number directly by pressing the BLF key. The phone transfers the active call differently depending on the transfer mode on DSS key.

To configure the transfer mode on DSS key via web user interface:

1. Click on **Features**->**Transfer**.
2. Select the desired transfer mode from the pull-down list of **Transfer Mode Via Dsskey**. Depending on your selection:
   - If you select **Blind Transfer**, press the BLF key to blind transfer to the monitored phone number.
   - If you select **Attended Transfer**, press the BLF key to dial out the monitored phone number and then you can perform the attended or semi-attended transfer.

- If you select **New Call**, press the BLF key to place a new call to the monitored user.



3. Click **Confirm** to accept the change.

For more information on performing call transfer, refer to Call Transfer on page 98.

Call Recording

You can record calls by pressing a record key on the SIP-T46G IP phone. There are 2 different ways of configuring call recording and they even work differently:

- **Record**: The phone sends SIP INFO message containing a specific header "Record: on/off" to trigger a recording.
- **URL Record**: The phone sends HTTP URL request to trigger a recording. Contact your system administrator for the predefined URL.

Note The record feature is not available on all servers. Contact your system administrator for more information.

To configure a Record key via phone user interface:

1. Press **Menu->Call Feature->DSS Keys**.
2. Select the desired DSS key.
3. Press ◄ or ►, or the **Switch** soft key to select **Key Event** from the **Type** field.
4. Press ◄ or ►, or the **Switch** soft key to select **Record** from the **Key Event** field.

5. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.

6. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

To configure a URL Record key via phone user interface:

1. Press **Menu**->**Call Feature**->**DSS Keys**.
2. Select the desired DSS key.
3. Press ◄ or ► , or the **Switch** soft key to select **URL Record** from the **Type** field.
4. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
5. Enter the URL (e.g., http://10.1.2.224/phonerecording.cgi) in the **URL Record** filed.

6. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also configure the Record or URL Record keys via web user interface at the path **DSSKey**->**Line Key**.

The Record/URL Record keys control the recording and are available:

- During an active call
- When calls are on hold or mute
- During a blind or attended transfer
- During a conference call
- When the phone prompts you to answer an incoming call

The Record/URL Record keys are not available:

- When there are no connected calls on your phone

- When you place a new call

To record a call:

1. Press a Record or URL Record key during a call.

   If the recording starts successfully, there cording icon appears on the LCD screen and the Record or URL Record key LED flashes green.

2. Press the Record or URL Record key again to stop recording.

   The recording icon disappears from the LCD screen and the Record or URL Record key LED turns off.

Recording status indications you need to know:

Circumstance	Icons on the LCD screen
A recording is started	appears on the LCD screen
A recording cannot be started	appears for 1 second
A recording cannot be stopped	appears for 1 second, then goes back
The recording box is full	appears for 1 second
The cannot be recorded	appears for 1 second

You can listen to the recordings stored on your server system. For example, you can dial an access code to listen to the recordings.

Note The way in which you listen to the recordings may be different on different servers. Contact your system administrator for more information.

Hot Desking

Hot desking originates from the definition of being the temporary physical occupant of a work station or surface by a particular employee. A primary motivation for hot desking is cost reduction. This feature is regularly used in places where not all the employees are in the office at the same time, or not in the office for very long at all, which means actual personal offices would be often vacant, consuming valuable space and resources.

You can use hot desking on the SIP-T46G IP phone to log out the existing accounts and then log in a new account, that is, many users can share the phone resource in different time. To use this feature, you need to configure a hot desking key in advance.

Note The hot desking feature is not available on all servers. Contact your system administrator for more information.

To configure a hot desking key via phone user interface:

1. Press **Menu**->**Call Feature**->**DSS Keys**.
2. Select the desired DSS key.
3. Press ◄ or ►, or the **Switch** soft key to select **Key Event** from the **Type** field.
4. Press ◄ or ►, or the **Switch** soft key to select **Hot Desking** from the **Key Event** field.
5. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.

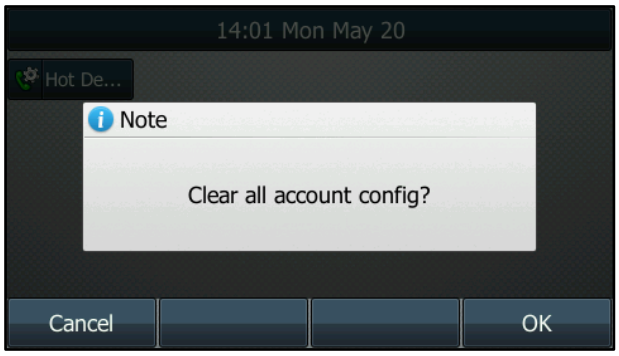
6. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also configure a hot desking key via web user interface at the path **DSSKey**->**Line Key**.

To use hot desking:

1. Press the hot desking key when the phone is idle.

   The phone prompts the following warning:



2. Press the **OK** soft key, the register configurations of all accounts will be cleared immediately.

The login wizard will be shown as below:

3. Enter the login information in each filed.

Intercom

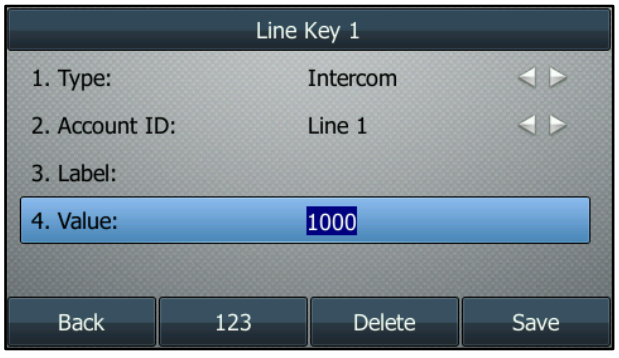
Intercom is a useful feature in an office environment to quickly connect with the operator or the secretary. You can press the intercom key to automatically connect with a remote extension for outgoing intercom calls, and the remote extension will automatically answer the incoming intercom calls.

Note The intercom feature is not available on all servers. Contact your system administrator for more information.

Outgoing Intercom Calls

To configure an intercom key via phone user interface:

1. Press **Menu**->**Call Feature**->**DSS Keys**.
2. Select the desired DSS key.
3. Press (◂) or (▸), or the **Switch** soft key to select **Intercom** from the **Type** field.
4. Select the desired line from the **Account ID** field.
5. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
6. Enter the remote extension number in the **Value** field.



7. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also configure an intercom key via web user interface at the path **DSSKey->Line Key**.

To place an intercom call:

1. Press the intercom key when the phone is idle.

   The phone is automatically connected to the extension specified in the **Value** field.
2. Press the intercom key again or the **Cancel** soft key to end the intercom call.

Incoming Intercom Calls

By default, the SIP-T46G IP phone supports to answer an incoming intercom call automatically. The phone automatically plays a warning tone when it receives an incoming intercom call. In addition, you can enable the phone to mute the microphone when it automatically answers an incoming intercom call. You can also enable the phone to automatically answer an incoming intercom call while there is already an active call on the phone, the active call is placed on hold.

Intercom features you need to know:

Intercom features	Description
Accept Intercom	Allows you to enable or disable the IP phone to automatically answer an incoming intercom call.
Intercom Mute	Allows you to enable or disable the microphone on the IP phone for Intercom calls.
Warning Tone	Allows you to enable or disable the IP phone to play a warning tone when the IP phone receives an incoming intercom call.
Intercom Barge	Allows you to enable or disable the IP phone to automatically answer an incoming intercom call while there is already an active call on the phone.

To configure intercom features via phone user interface:

1. Press **Menu->Call Feature->Intercom**.

2. Make the desired changes.

3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also configure these specific parameters via web user interface at the path **Features->Intercom**.

Accept Intercom

You can enable or disable the phone to automatically answer an incoming intercom call. If Accept Intercom is enabled, the phone automatically answers an incoming intercom call. If Accept Intercom is disabled, the phone rejects incoming intercom calls and sends a busy signal to the caller. Accept Intercom is enabled by default.

Note Your administrator can set a time period delay before the phone automatically answers. Contact your system administrator for more information.

Intercom Mute

You can mute or un-mute the microphone on the phone for intercom calls automatically. If Intercom Mute is enabled, the microphone is muted for intercom calls. If Intercom Mute is disabled, the microphone is un-muted for incoming calls. Intercom Mute is disabled by default.

Warning Tone

You can enable or disable the phone to play a warning tone when receiving an intercom call. If Warning Tone is enabled, the phone plays a warning tone to alert you before answering the intercom call. If Warning Tone is disabled, the phone automatically answers the intercom call without warning. Warning Tone is enabled by default.

Intercom Barge

You can enable or disable the phone to automatically answer an incoming intercom call while there is already an active call on the phone. If Intercom Barge is enabled, the phone automatically answers the intercom call and places the active call on hold. If Intercom Barge is disabled, the phone handles an incoming intercom call like a waiting call. Intercom Barge is disabled by default.

Multicast Paging

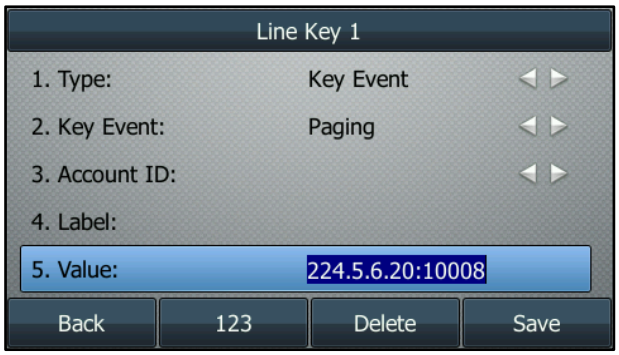
You can use multicast paging to quickly and easily forward time sensitive announcements out to people within the multicast group. You can configure a multicast paging key on the phone, which allows you to send a Real Time Transport Protocol (RTP) stream to the pre-configured multicast address(es) without involving SIP signaling. You can configure the phone to allow it to receive an RTP stream from pre-configured multicast listening address(es) without involving SIP signaling. You can specify up to 10 multicast listening addresses.

Sending RTP Stream

To configure a multicast paging key via phone user interface:

1. Press **Menu**->**Features**->**DSS Keys**.
2. Select the desired DSS key.
3. Press ◄ or ►, or the **Switch** soft key to select **Key Event** from the **Type** field.
4. Press ◄ or ►, or the **Switch** soft key to select **Paging** from the **Key Event** field.
5. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
6. Enter the multicast IP address and port number (e.g., 224.5.6.20:10008) in the **Value** field.

   The valid multicast IP addresses range from 224.0.0.0 to 239.255.255.255.



7. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also configure a multicast paging key via web user interface at the path **DSSKey**->**Line Key**.

You can also configure the phone to use a default codec for sending Multicast RTP stream via web user interface.

To configure a default codec for multicast paging via web user interface:

1. Click on **Features**->**General Information**.
2. Select the desired codec from the pull-down list of **Multicast Codec**.

   The default codec is G722.

3. Click **Confirm** to accept the change.

Note If G722 codec is used for multicast paging, the phone LCD screen displays icon HD to indicate that is providing high definition voice.

To send RTP stream:

1. Press the multicast paging key when the phone is idle.

   The phone sends RTP to a preconfigured multicast address (IP: Port). Any phone in the local network then listens to the RTP on the preconfigured multicast address (IP: Port). For both sending and receiving of the multicast RTP there is no sip signaling involved.

   The multicast paging key LED illuminates solid green.

   The following figure shows a multicast RTP session on the phone:

2. Press the **Hold** soft key to place the current multicast RTP session on hold.
3. Press the **End Call** soft key to cancel the multicast RTP session.

Note Multicast RTP is one way only from sender to the multicast address(es) (receiver). For outgoing RTP multicasts, all other existing calls on the phone will be placed on hold.

Receiving RTP Stream

You can configure the phone to receive a Real Time Transport Protocol (RTP) stream from the pre-configured multicast address(es) without involving SIP signaling. You can specify up to 10 multicast addresses that the phone listens to on the network.

You can also change the behavior of how the phone handles incoming multicast paging calls by configuring specific parameters via web user interface. The specific parameters are: Paging Barge and Paging Priority Active.

Paging Barge

You can use the paging barge feature to define the priority of the voice call in progress. If the priority of an incoming multicast paging call is lower than that of the active call,

then it will be ignored automatically. If Disabled is selected from the pull-down list of Paging Barge, the voice call in progress shall take precedence over all incoming multicast paging calls. The valid values in the Paging Barge field are:

- **1 to 10**: Define the priority of the active call, 1 is the highest priority, 10 is the lowest priority.
- **Disabled**: The voice call in progress shall take precedence over all incoming paging calls.

Paging Priority Active

You can enable or disable this feature to decide how the phone handles the incoming multicast paging calls, when there is already a multicast paging call on the phone. If enabled, the phone will ignore the incoming multicast paging call with a lower priority, otherwise, the phone will play the incoming multicast RTP and place the previous multicast paging call on hold. If disabled, the phone will automatically ignore all incoming multicast paging calls.

To configure multicast listening addresses via web user interface:

1. Click on **Directory->MulticastIP**.
2. Select the desired value from the pull-down list of **Paging Barge**.
3. Select the desired value from the pull-down list of **Paging Priority Active**.
4. Enter the multicast IP address(es) and port number (e.g., 224.5.6.20:10008) which the phone listens for incoming RTP multicast in the **Listening Address** field.
5. Enter the label in the **Label** field. Label will appear on the LCD screen when receiving the RTP multicast.
6. Click **Confirm** to accept the change.

Note

The multicast IP addresses range from 224.0.0.0 to 239.255.255.255.

The priorities of listening addresses are predefined: 1 with the highest priority, 10 with the lowest priority.

Both the multicast paging sender and the receiver will play a warning tone when pressing the multicast paging key.

Music on Hold

Music on hold (MoH) is the business practice of playing recorded music to fill the silence that would be heard by the callers who have been placed on hold. To use this feature, you should specify a SIP URI pointing to a Music on Hold Server account, when placing a call on hold, the phone will invite this SIP URI to the Music on Hold Server account. The Music on Hold account automatically answers to the SIP INVITE messages and immediately plays audio from some source located anywhere (LAN, Internet) to the held party. Contact your system administrator for the SIP URI.

To configure music on hold server via web user interface:

1. Click on **Account**.
2. Select the desired account from the pull-down list of **Account**.
3. Click on **Advanced**.
4. Enter the SIP URI (e.g., sip:moh@sip.com) in the **Music Server URI** field.
5. Click **Confirm** to accept the change.

   When you have placed a call on hold, the held party can hear the music.

Note All involved parties cannot use encrypted RTP (SRTP).

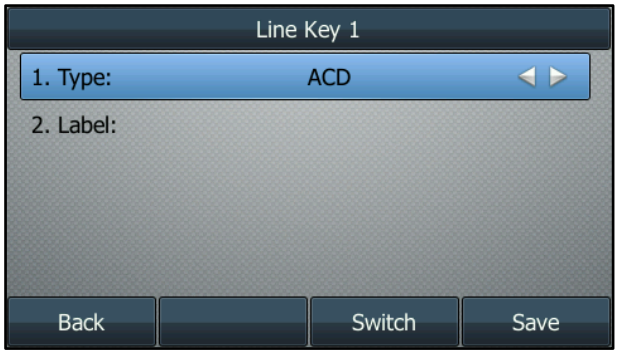
Automatic Call Distribution (ACD)

ACD is often used in offices for customer service, such as call center. The ACD system handles large volumes of incoming calls from callers who have no need to talk to a specific person but who require assistance from any of multiple persons at the earliest opportunity. The ACD feature on the SIP-T46G IP phone allows the ACD system to distribute calls from large volumes of incoming calls to the registered IP phone users. To use this feature, you should configure an ACD key in advance.

Note Make sure the ACD feature is enabled on your IP phone. For more information about enabling the ACD feature, contact your system administrator.

To configure an ACD key via phone user interface:

1. Press **Menu**->**Call Feature**->**DSS Keys**.
2. Select the desired DSS key.
3. Press ◄ or ►, or the **Switch** soft key to select **ACD** from the **Type** field.
4. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.



5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also configure an ACD key via web user interface at the path **DSSKey**->**Line Key**.

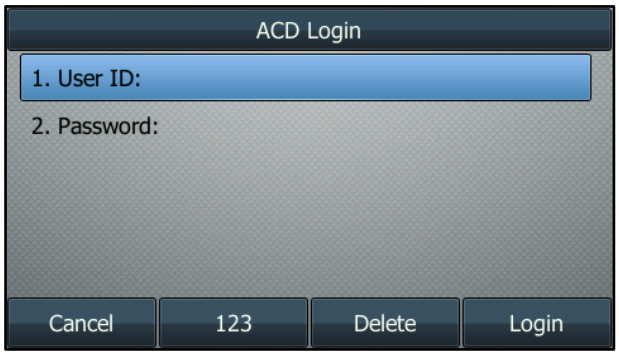
To log in the ACD system:

1. Press the ACD key when the phone is idle.

   The phone LCD screen prompts you the following information:

   User ID: the identity used to log in the queue.

   Password: the password used to log in the queue.



2. Press the **Login** soft key to log in.

Note Contact your system administrator for the User ID and Password to access the ACD system.

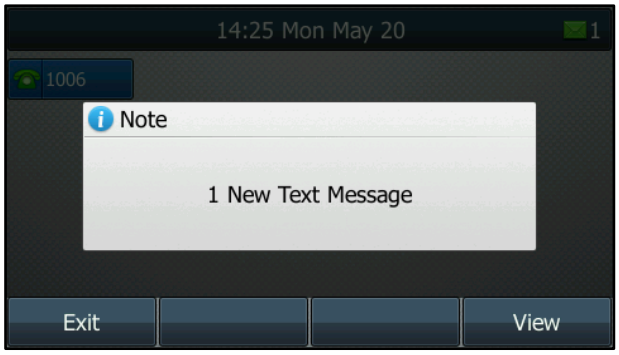
After configuring an ACD key, you can press the ACD key to log in the ACD system. After logging in, you are ready to receive calls from the ACD system. You can press the ACD key to show your current phone status. You can press the **Available/Unavailable** soft key to change your phone status. The system server monitors your phone status. When you set the phone status to available, the ACD key LED illuminates solid green, and then the server begins distributing calls to your phone. When you set the phone to unavailable, the ACD key LED illuminates flashing green, and then the server temporarily stops distributing calls to your phone. To log out the ACD system, press the **Logout** soft key.

Note It is recommended you configure no more than one ACD key per phone. At any time, at most one ACD key can be in progress on your phone.

Messages

Short Message Service (SMS)

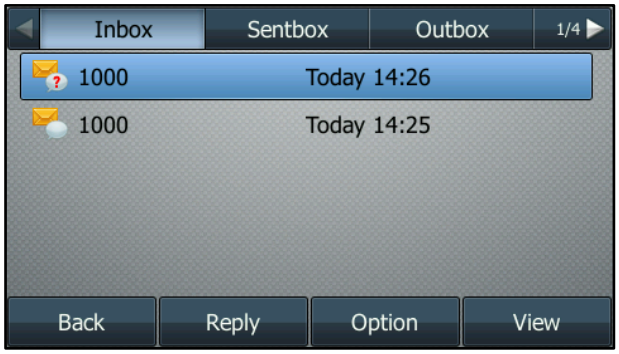
You can send and receive text messages using the SIP-T46G IP phone. New text messages can be indicated both acoustically and visually. When receiving a new text message, the phone LCD screen will prompt receiving new text messages with the number of waiting messages (e.g., 1 New Text Message) and an icon. The power indicator LED slow flashes red.



Note The SMS feature is not available on all servers. Contact your system administrator for more information.

To read a text message:

1. Press **Menu**->**Message**->**Text Message**->**Inbox**.



2. Select the desired message and press the **View** soft key.

Note If the phone prompts receiving new text messages, you can also press the **View** soft key to read the new messages directly.

To send a text message:

1. Press **Menu**->**Message**->**Text Message**->**New Message**.
2. Compose the new text message. You can press the **abc** soft key to change the input mode.
3. Press the **Send** soft key.
4. (Optional.) Press ◄ or ► , or the **Switch** soft key to select the desired account from the **From** field.
5. Enter the number you want to send the message to in the **To** field.
6. Press the **Send** soft key to send the message or the **Back** soft key to cancel.

You can also send a text message via web user interface at the path **Features**->**SMS**.

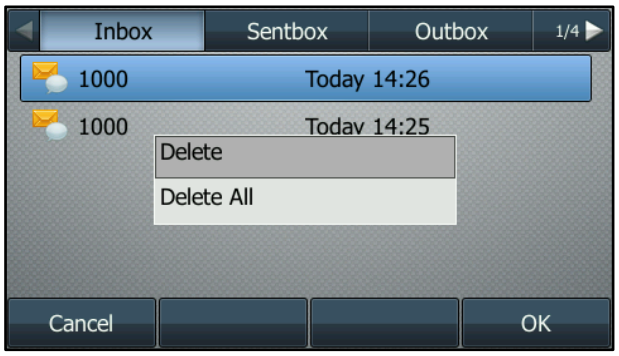
To reply a text message:

1. Press **Menu**->**Message**->**Text Message**->**Inbox**.
2. Select the desired message and press the **Reply** soft key.
3. Compose the new text message. You can press the **abc** soft key to change the input mode.

4. Press the **Send** soft key after completing the content.

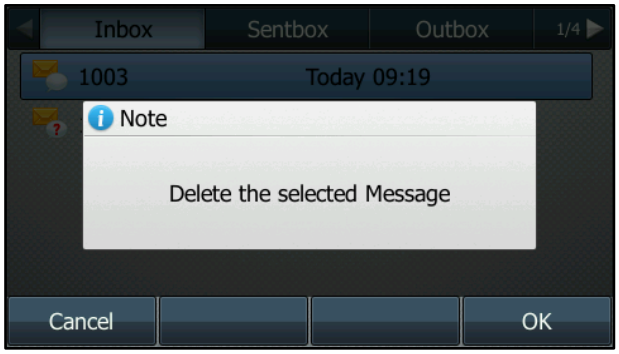
To delete a text message:

1. Press **Menu**->**Message**->**Text Message**->**Inbox** (**Sent Box**, **Outbox** or **Draftbox**).
2. Select the desired message and then press the **Option** soft key.



3. Select **Delete** to delete the desired message.

The LCD screen prompts "Delete the selected Message".



4. Press the **OK** soft key to delete this message or the **Cancel** soft key to cancel.

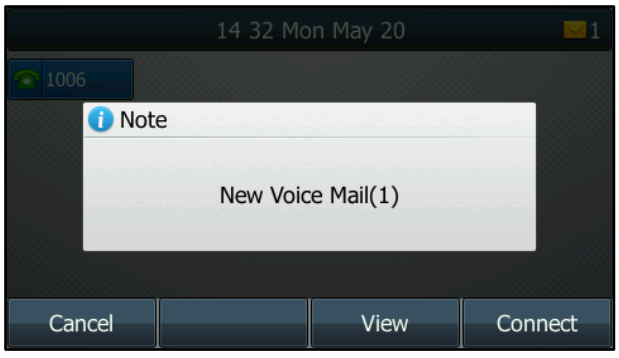
Note

You can also delete all text messages by pressing the **Option** soft key and then select **Delete All**. For more information, refer to the above steps.

You can also delete a specific message after retrieving by pressing the **Delete** soft key.

Voice Mail

You can leave voice mails for someone else on the SIP-T46G IP phone. You can also listen to the voice mails stored in a centralized location. When receiving a new voice mail, the phone will play a warning tone, the power indicator LED will slow flash red and the phone LCD screen will prompt receiving a new voice mail and an icon.



Note

Voice Mail feature is not available on all servers, contact your system administrator for more information.

To leave a voice mail:

You can leave a voice mail for someone else when he/she is busy or inconvenient to answer the call. Follow the voice prompt from the system server to leave the voice mail, and then hang up after completing the voice mail.

To configure voice mail access codes via phone user interface:

1. Press **Menu**->**Message**->**Voice Mail**->**Set Voice Mail**.
2. Press the navigation keys to highlight the account which you want to set.
3. Press the **123** soft key to select the proper input mode and then enter the voice mail access code (e.g., *97).

4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Note Voice mail access code must be predefined on the system server. Contact your system administrator for the more information.

To listen to the voice mails:

1. When the phone user interface prompts receiving new voice mails and the power indicator LED slow flashes red, press or the **Connect** soft key to dial out the access voice mail code.
2. Follow the voice prompt to listen to the voice mails.

Note Before listening to the voice mails, make sure the voice mail access code has been configured.

When all new voice mails are retrieved, the power indicator LED will stop flashing.

To view the voice mail via phone user interface:

1. Press **Menu**->**Message**->**Voice Mail**->**View Voice Mail**.

The phone LCD screen displays the amount of the voice mails that includes new or old voice mails.

2. Select an account and then press the **Connect** soft key to listen to the voice mails.

Message Waiting Indicator (MWI)

The SIP-T46G IP phone supports MWI feature when receiving a new voice message. If someone leaves you a voicemail, you will receive a message waiting indicator. MWI will be indicated in three ways: a warning tone, the power indicator LED illuminates slow flashing red and an indicator message (including a voice mail icon) appears on the LCD screen. This is cleared only when you retrieve all voicemails or delete them.

For some particular servers, the MWI service is unsolicited. So the SIP-T46G IP phone just need to handle the MWI messages sent from the server. But for some servers, the MWI service is solicited. In this case, the SIP-T46G IP phone must enable the MWI Subscription for MWI messages.

Note MWI service is not available on all servers. Contact your system administrator for more information.

The MWI Subscription parameters you need to know:

Options	Description
Subscribe for MWI	Enable or disable a subscription for MWI service.
MWI Subscription Period	Period of MWI subscription. The IP phone re-sends a SUBSCRIBE request before initial SUBSCRIBE expiration.
Subscribe MWI to VM	Enable or disable a subscription to the voice mail number for MWI service. To use this feature, you should also configure the voice mail number.

Note Whether the phone subscribes the MWI messages to the account or the voice number MWI service depends on the server. Contact your system administrator for more information.

To enable MWI subscription via web user interface:

1. Click on **Account**.
2. Select the desired account from the pull-down list of **Account**.
3. Click on **Advanced**.
4. Select **Enabled** from the pull-down list of **Subscribe for MWI**.
5. Enter the period time in the **MWI Subscription Period (Seconds)** field.
6. Click **Confirm** to accept the change.

   The IP phone will subscribe to the account number for MWI service by default.

To enable the Subscribe MWI to VM feature via web user interface:

1. Click on **Account**.
2. Select the desired account from the pull-down list of **Account**.
3. Click on **Advanced**.
4. Select **Enabled** from the pull-down list of **Subscribe MWI To Voice Mail**.
5. Enter the desired voice number in the **Voice Mail** field.
6. Click **Confirm** to accept the change.

   The IP phone will subscribe to the voice mail number for MWI service using Subscribe MWI to WM feature.

Troubleshooting

This chapter provides general troubleshooting information to help you solve the problems you might encounter when using your SIP-T46G IP phone.

If you require additional information or assistance with your new phone, contact your system administrator.

Why is the phone LCD screen blank?

- Ensure that the phone is properly plugged into a functional AC outlet.
- Ensure that the phone isn't plugged into a plug controlled by a switch that is off.
- If the phone is plugged into a power strip, try plugging it directly into a wall outlet instead.
- If the phone is powered from PoE, ensure you use a PoE compliant switch or hub, or contact your system administrator for more information.

Why does the phone display "Cable Disconnected"?

- Ensure that the Ethernet cable is plugged into the Internet port on the phone and the Ethernet cable is not loose.
- Ensure that the switch or hub in your network is operational.

Why does the phone not display time and date correctly?

Check if you have configured your phone to obtain the time and date from the SNTP server automatically. If your phone is unable to access the SNTP server, configure the time and date manually.

How do I find the basic information of the IP phone?

Press the OK key when the IP phone is idle to check the basic information of the IP phone, such as IP address and firmware version. For more the basic information, refer to Phone Status on page 16.

How to obtain the MAC address of a phone when the phone is not powered on?

There are three ways to obtain the MAC address of a phone:

- You can ask your supplier for shipping information sheet which includes MAC addresses according to the corresponding PO.
- You can find the MAC address in the label of carton box.
- You can also find the MAC address from the phone's bar code at the back of the phone.

Why can't I get a dial tone?

Check for any loose connections and that the phone has been installed properly. For the installation instructions, refer to Phone Installation on page 13.

Check whether dial tone is present on one of the audio modes.

- Switch between the Handset, Headset (if present) or Hands-Free Speakerphone to check whether dial tone is present for one of the audio modes.
- If the dial tone exists on another audio mode, connect a different handset or headset to isolate the problem.

Why doesn't the phone ring?

Check the ringer volume on your phone. To adjust the ringer volume setting, press the Volume key when the phone is on-hook and idle. For more information, refer to Volume on page 32.

Why can't I receive calls?

- Check the SIP registration with your system administrator.
- Check that DND (Do Not Disturb) mode is turned off on your phone. Refer to Do Not Disturb (DND) on page 88.
- Check that call forward feature is disabled on the phone. Refer to Call Forward on page 91.
- Check whether the caller number is stored in the blacklist directory. Refer to Blacklist on page 49.

Why is my handset not working?

Check that the handset cord is fully connected to both the handset jack on the phone and handset. Refer to Phone Installation on page 13.

Why is my headset not working?

- Check that the headset cord is fully connected to the headset jack on the phone. Refer to Phone Installation on page 13.
- Check that the headset mode is activated. Refer to Headset Use on page 54.
- Check that the headset volume is adjusted to an appropriate level. Refer to Volume on page 32.

What is the difference between user name, register name and display name?

Both user name and register name are defined by the server. A user name is used to identify the account while a register name matched with a password is used for authentication if the server requires. Display name is the caller ID that will be displayed on the callee's phone LCD screen. Some server configuration may override the local

configuration.

Why does the phone play a tone when hold? How to disable it?

When the phone is hold, it will play a hold tone every 30 seconds to prompt that the phone is being hold status. The call hold tone feature is enabled by default. You can disable it or change the interval to play a hold tone via web user interface only.

To configure the call hold tone and call hold tone delay via web user interface:

1. Click on **Features**->**General Information**.
2. Select the **Enabled** or **Disabled** from the pull-down list of **Play Hold Tone**.
3. Enter the desired time in the **Play Hold Tone Delay** field.
4. Click **Confirm** to accept the change.

Why does the wallpaper has bad displayed?

Do one of the following:

- Check the custom image is clear.
- Check the file format of the custom image for the wallpaper is .jpg, .png or .bmp.
- Check the custom image is not too large or small. The phone will adjust the image with the short side to display.
- Check the picture resolution of the wallpaper. The wallpaper resolution of T46G IP phone is 480*272 pixels.

Why I can't send a SMS to any other phone?

The SMS feature depends on support from a SIP server. Contact your system administrator for more information.

How to change the user password?

To change the user password via web user interface:

1. Click on **Security**->**Password**.
2. Select **user** from the pull-down list of **User Type**.
3. Enter the new user password in the **New Password** field and **Confirm Password** field.
4. Click **Confirm** to accept the change.

You can also contact your system administrator for help.

Note If logging in the web user interface of the phone with the user credential, you need to enter the current user password in the **Old Password** field.

How to make a call using SRTP?

You can enable SRTP to encrypt the audio stream(s) of phone calls. The parties participating in the call should enable SRTP. You can enable SRTP on per-account basis.

To enable SRTP via web user interface:

1. Click on **Account**.
2. Select the desired account from the pull-down list of **Account**.
3. Click on **Advanced**.
4. Select the desired type from the pull-down list of **RTP Encryption (SRTP)**.
5. Click **Confirm** to accept the change.

Note The SRTP feature is not available on all servers. Contact your system administrator for more information.

How to reboot the phone?

To reboot the phone via web user interface:

1. Click on **Settings**->**Upgrade**.
2. Click **Reboot** to reboot the IP phone.

Note Any reboot of the phone may take a few minutes.

How to reset the phone?

Reset the phone to factory configurations after you have tried almost all troubleshooting suggestions but do not solve the problem. You need to note that all customized settings will be overwritten after reset.

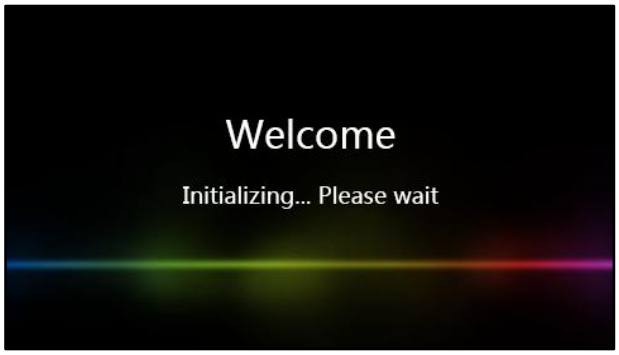
To reset the phone via phone user interface:

1. Press **Menu**->**Advanced** (password: admin) ->**Reset & Reboot**->**Reset to Factory**.
2. Press ◄ or ► , or the **Switch** soft key to select the desired type from **Reset Option** field.
3. Press the **Save** soft key.

The LCD screen prompts the following message:

4. Press the **OK** soft key.

   The phone LCD screen prompts "Welcom Initializing...Please wait".



   The phone will be reset to factory sucessfully after startup.

Note Reset of the phone may take a few minutes. Do not power off until the phone starts up successfully.

How to Export PCAP Trace?

We may need you to provide a PCAP trace to help analyze your problem.

To export a PCAP trace via web user interface:

1. Click on **Settings**->**Upgrade**.
2. Click **Start** to start the SIP trace capture.
3. Recreate the error to be documented in the trace.
4. Click **Stop** to stop the capture.
5. Click **Export** to save the file to your local system.

How to Export System Log?

We may need you to provide debug log information to help analyze your problem. By default, you can export the debug system log information to local PC.

To export the system log to local PC via web user interface:

1. Click on **Settings**->**Configuration**.
2. Select **6** from the pull-down list of **System Log Level**.

   The default system log level is 3.
3. Click **Confirm** to accept the change.

   The web user interface prompts "Do you want to restart your machine?". The configuration will take effect after reboot.
4. Click **OK** to reboot the phone.

   The system log level is set as 6, the debug level.
5. Mark the **Local** radio box in the **Export System Log** field.
6. Click **Export** to download and save the system log file to your local PC system.

You can also export the system log to a Syslog Server, contact your system administrator for more information.

How to Export/Import the phone configurations?

We may need you to provide your phone configurations to help analyze your problem. In some instance, you may need to import configurations to your phone.

To export the phone configurations via web user interface:

1. Click on **Settings**->**Configuration**.
2. Click **Export** to save the configuration file to your local system.

To import the phone configurations via web user interface:

1. Click on **Settings**->**Configuration**.
2. Click **Browse** to select a configuration file from your local system.
3. Click **Import** to import the configuration file.

Note The file format of configuration file must be ".bin".

How to upgrade firmware?

To upgrade firmware via web user interface:

1. Click on **Settings**->**Upgrade**.
2. Click **Browse** to select the firmware from your local system.
3. Click **Upgrade** to upgrade the firmware.
4. The browser pops up the dialog box "Firmware of the SIP Phone will be updated. It will take 5 minutes to complete. Please don't power off!".
5. Click **OK** to confirm upgrading.

Regulatory Notices

Service Agreements

Contact your Yealink Authorized Reseller for information about service agreements applicable to your product.

Limitations of Liability

TO THE FULL EXTENT ALLOWED BY LAW, YEALINK EXCLUDES FOR ITSELFAND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDINGNEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OFANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION ORDATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE,INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS,EVEN IF YEALINK OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCHAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASERICE PAID, AT YEALINK'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BEAFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

Safety Instructions

Save these instructions. Read these safety instructions before use!

The following basic safety precautions should always be followed to reduce risk of fire, electrical shock, and other personal injury.

⚠ General Requirements

- Before you install and use the device, read the safety instructions carefully and observe the situation during operation.
- During the process of storage, transportation, and operation, please always keep the device dry and clean.
- During the process of storage, transportation, and operation, please avoid collision and crash of the device.
- Please attempt not to dismantle the device by yourself. In case of any discrepancy, please contact the appointed maintenance center for repair.
- Without prior written consent, no organization or individual is permitted to make any change to the structure or the safety design of the device. Yealink is under no circumstance liable to consequences or legal issues caused by such changes.
- Please refer to the relevant laws and statutes while using the device. Legal rights of others should be respected as well.

⚠ Environmental Requirements

- Place the device at a well-ventilated place. Do not expose the device under direct sunlight.

- Keep the device dry and free of dusts.
- Place the device on a stable and level platform.
- Please place no heavy objects on the device in case of damageand deformation caused by the heavy load.
- Keep at least 10 cm between the device and the closest object for heat dissipation.
- Do not place the device on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
- Keep the device away from any heat source or bare fire, such as a candle or an electric heater.
- Keep the device away from any household appliance with strong magnetic field or electromagnetic field, such as a microwave oven or a refrigerator.

⚠ Operating Requirements

- Do not let a child operate the device without guidance.
- Do not let a child play with the device or any accessory in case of accidental swallowing.
- Please use the accessories provided or authorized by the manufacturer only.
- The power supply of the device shall meet the requirements of the input voltage of the device. Pleaseuse the provided surge protection power socket only.
- Before plugging or unplugging any cable, make sure that your hands are completely dry.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, kitchen sink, wet basement or near a swimming pool.
- Do not tread on, pull, or over-bend any cable in case of malfunction of the device.
- During a thunderstorm, stop using the device and disconnect it from the power supply. Unplug the power plug and the Asymmetric Digital Subscriber Line (ADSL) twisted pair (the radio frequency cable) to avoid lightning strike.
- If the device is left unused for a rather long time, disconnect it from the power supply and unplug the power plug.
- When there is smoke emitted from the device, or some abnormal noise or smell, disconnect the device from the power supply, and unplug the power plug immediately. Contact the specified maintenance center for repair.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Before connecting a cable, connect the grounding cable of the device first. Do not disconnect the grounding cable until you disconnect all other cables.

⚠ Cleaning Requirements

- Before cleaning the device, stop using it and disconnect it from the power supply.
- Use a piece of soft, dry and anti-static cloth to clean the device.
- Keep the power plug clean and dry. Using a dirty or wet power plug may lead to electric shock or other perils.

Appendix A - Time Zones

Time Zone	Time Zone Name
−11:00	Samoa
−10:00	United States-Hawaii
−09:00	United States-Alaska
−08:00	Canada(Vancouver, Whitehorse)
−08:00	Mexico(Tijuana, Mexicali)
−08:00	United States-Pacific
−07:00	Canada(Edmonton, Calgary)
−07:00	Mexico(Mazatlan, Chihuahua)
−07:00	United States-Mountain
−07:00	United States-MST
−06:00	Canada-Manitoba(Winnipeg)
−06:00	Chile(Easter Islands)
−06:00	Mexico(Mexico City, Acapulco)
−06:00	United States-Central
−05:00	Bahamas(Nassau)
−05:00	Canada(Montreal, Ottawa, Quebec)
−05:00	Cuba(Havana)
−05:00	United States-Eastern
−04:30	Venezuela(Caracas)
−04:00	Canada(Halifax, Saint John)
−04:00	Chile(Santiago)
−04:00	Paraguay(Asuncion)
−04:00	United Kingdom-Bermuda(Bermuda)
−04:00	United Kingdom(Falkland Islands)
−04:00	Trinidad and Tobago
−03:30	Canada- New Foundland(St.Johns)
−03:00	Denmark-Greenland(Nuuk)
−03:00	Argentina(Buenos Aires)
−03:00	Buenos Aires
−03:00	Brazil(Brasilia)
−02:00	Middle Atlantic
−01:00	Portugal(Azores)
0	GMT
0	Greenland
0	Denmark-Faroe Islands
0	Ireland(Dublin)
0	Portugal(Lisboa, Porto, Funchal)
0	Spain-Canary Islands(Las Palmas)
0	United Kingdom(London)
0	Morocco
+01:00	Albania(Tirane)
+01:00	Austria(Vienna)
+01:00	Belgium(Brussels)
+01:00	Caicos
+01:00	Croatia(Zagreb)
+01:00	Czech Republic(Prague)
+01:00	Denmark(Kopenhaven)
+01:00	France(Nice)
+01:00	Germany(Berlin)
+01:00	Hungary(Budapest)
+01:00	Italy(Rome)

Time Zone	Time Zone Name
+01:00	Luxembourg(Luxembourg)
+01:00	Makedonia(Skopje)
+01:00	Netherlands(Amsterdam)
+01:00	Namibia(Windhoek)
+02:00	Estonia(Tallinn)
+02:00	Finland(Helsinki)
+02:00	Gaza Strip(Gaza)
+02:00	Greece(Athens)
+02:00	Israel(Tel Aviv)
+02:00	Jordan(Amman)
+02:00	Latvia(Riga)
+02:00	Lebanon(Beirut)
+02:00	Moldova(Kishinev)
+02:00	Russia(Kaliningrad)
+02:00	Romania(Bucharest)
+02:00	Syria(Damascus)
+02:00	Turkey(Ankara)
+02:00	Ukraine(Kyiv, Odessa)
+03:00	East Africa
+03:00	Iraq(Baghdad)
+03:00	Russia(Moscow)
+03:30	Iran(Teheran)
+04:00	Armenia(Yerevan)
+04:00	Azerbaijan(Baku)
+04:00	Georgia(Tbilisi)
+04:00	Kazakhstan(Aqtau)
+04:00	Russia(Samara)
+04:00	United Arab Emirates(Dubai)
+04:30	Kabul(Afghanistan)
+05:00	Kazakhstan(Aqtobe)
+05:00	Kyrgyzstan(Bishkek)
+05:00	Pakistan(Islamabad)
+05:00	Russia(Chelyabinsk)
+05:30	India(Calcutta)
+06:00	Kazakhstan(Astana, Almaty)
+06:00	Russia(Novosibirsk, Omsk)
+07:00	Russia(Krasnoyarsk)
+07:00	Thailand(Bangkok)
+08:00	China(Beijing)
+08:00	Singapore(Singapore)
+08:00	Australia(Perth)
+09:00	Korea(Seoul)
+09:00	Japan(Tokyo)
+09:30	Australia(Adelaide)
+09:30	Australia(Darwin)
+10:00	Australia(Sydney, Melbourne, Canberra)
+10:00	Australia(Brisbane)
+10:00	Australia(Hobart)
+10:00	Russia(Vladivostok)
+10:30	Australia(Lord Howe Islands)
+11:00	New Caledonia(Noumea)
+12:00	New Zealand(Wellington, Auckland)
+12:45	New Zealand(Chatham Islands)
+13:00	Tonga(Nukualofa)

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